

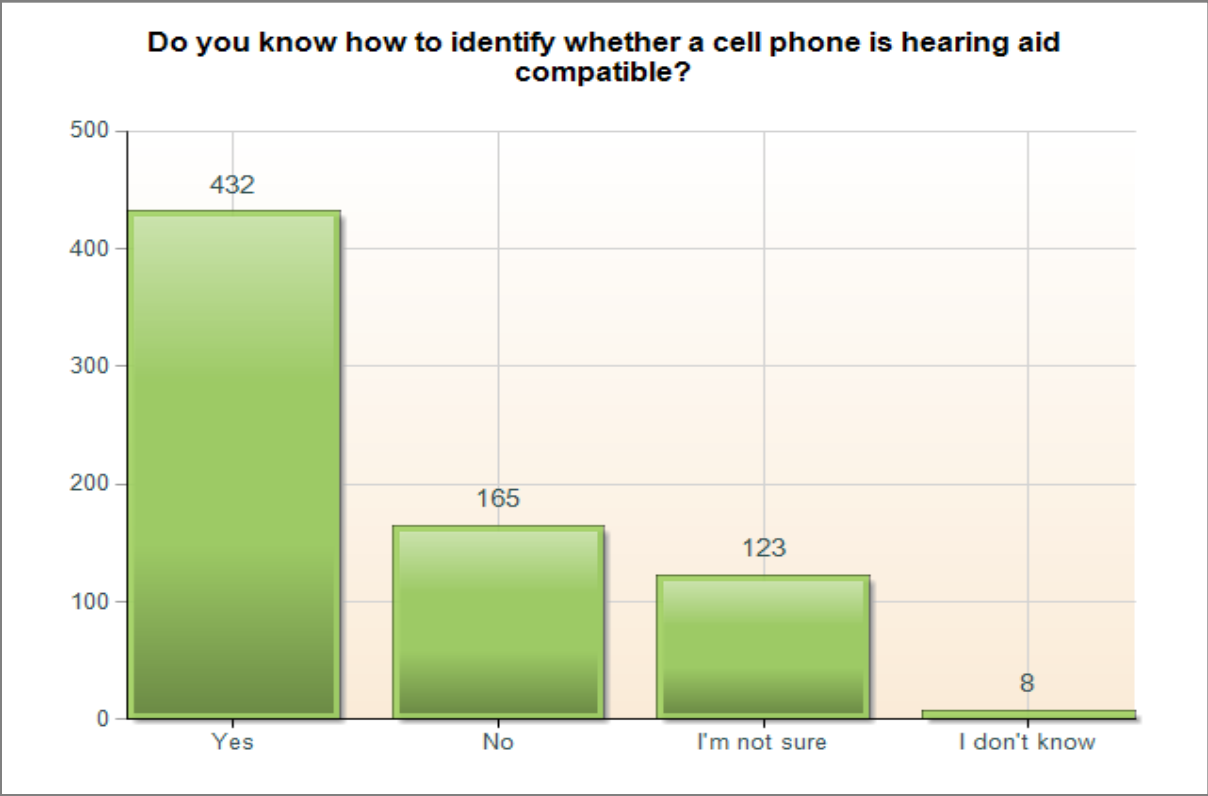


Can You Hear Me Now?

HLAA HAC Cell Phone Survey

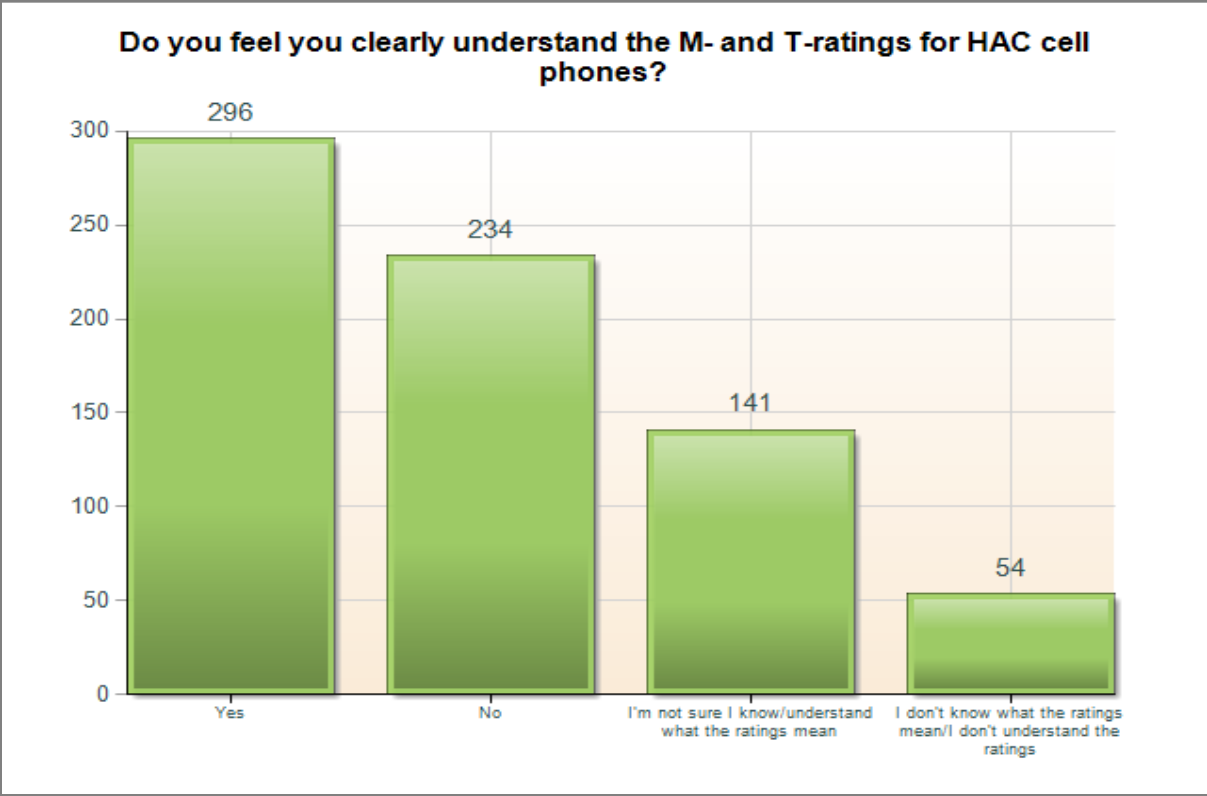
Launched: January 28, 2011
Closed: February 7, 2011

Total Submitted: 728



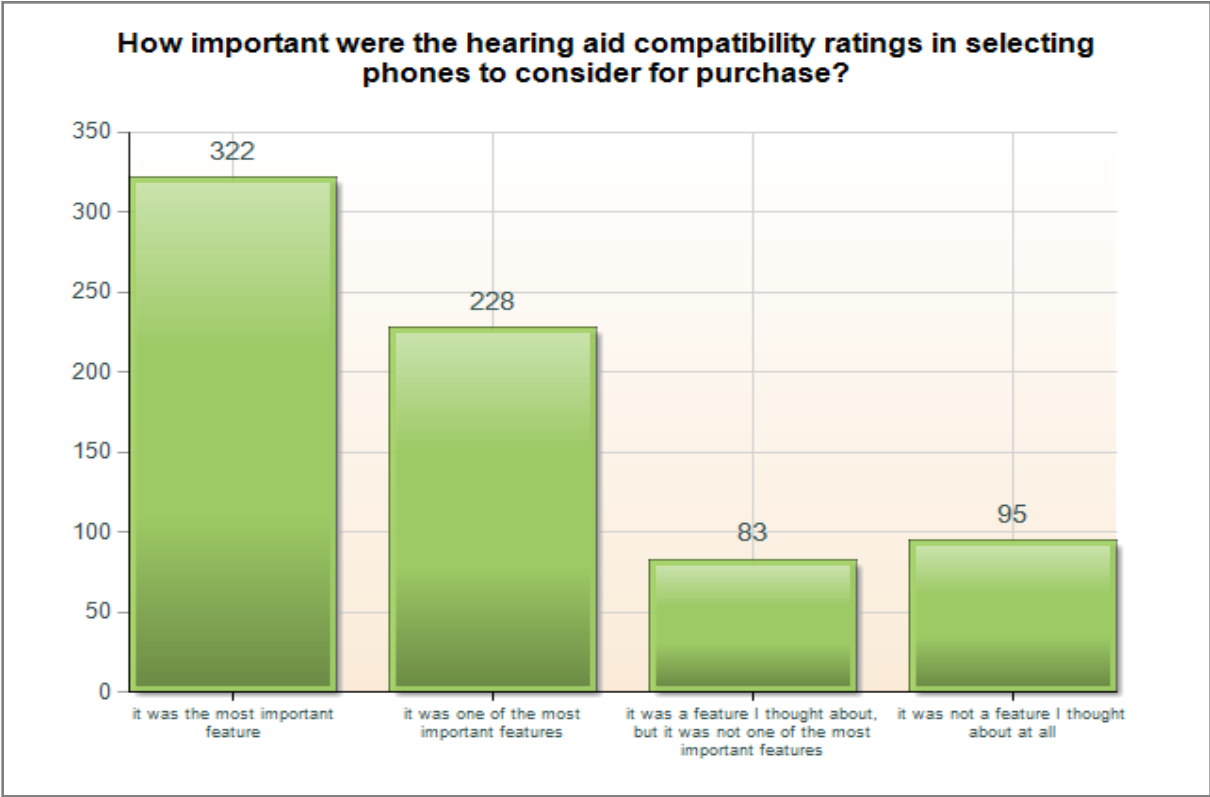
1. Do you know how to identify whether a cell phone is hearing aid compatible?

Yes	432 (59 %)
No	165 (23 %)
I'm not sure	123 (17 %)
I don't know	8 (1 %)



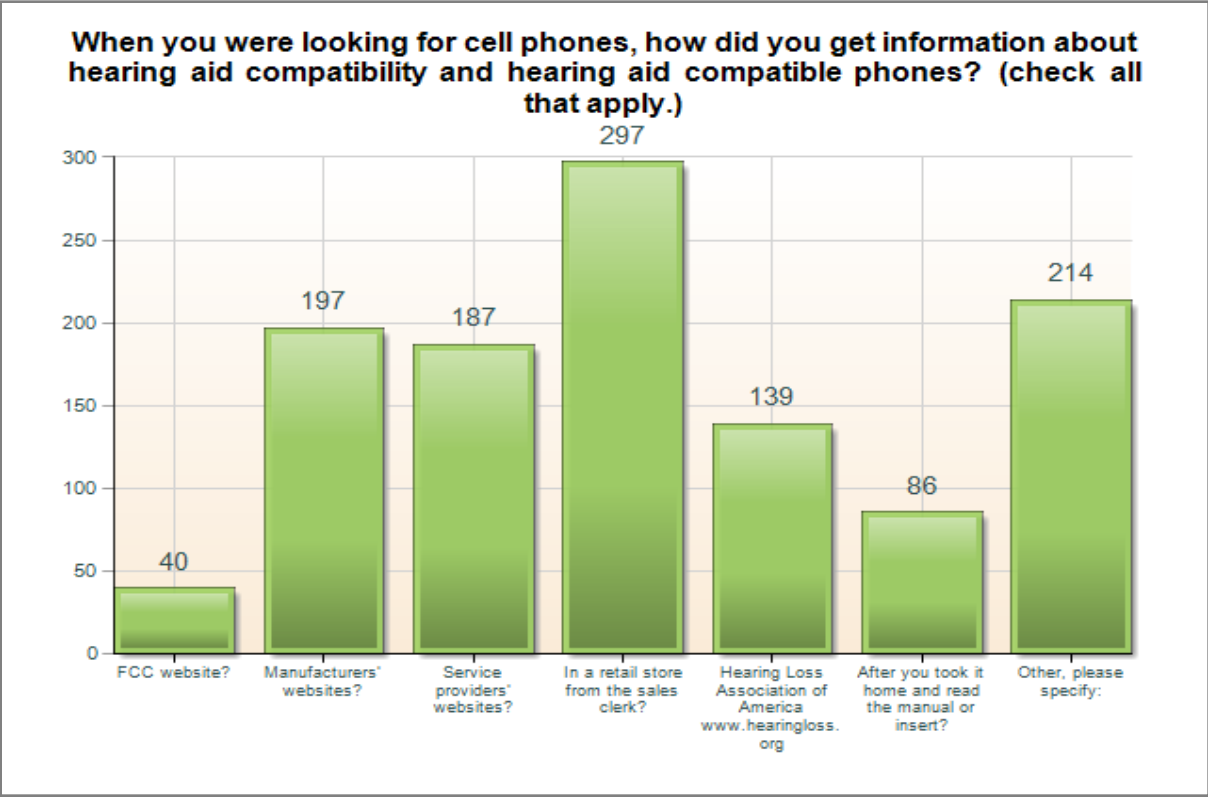
2. Do you feel you clearly understand the M- and T-ratings for HAC cell phones?

Yes	296 (41 %)
No	234 (32 %)
I'm not sure I know/understand what the ratings mean	141 (19 %)
I don't know what the ratings mean/I don't understand the ratings	54 (7 %)



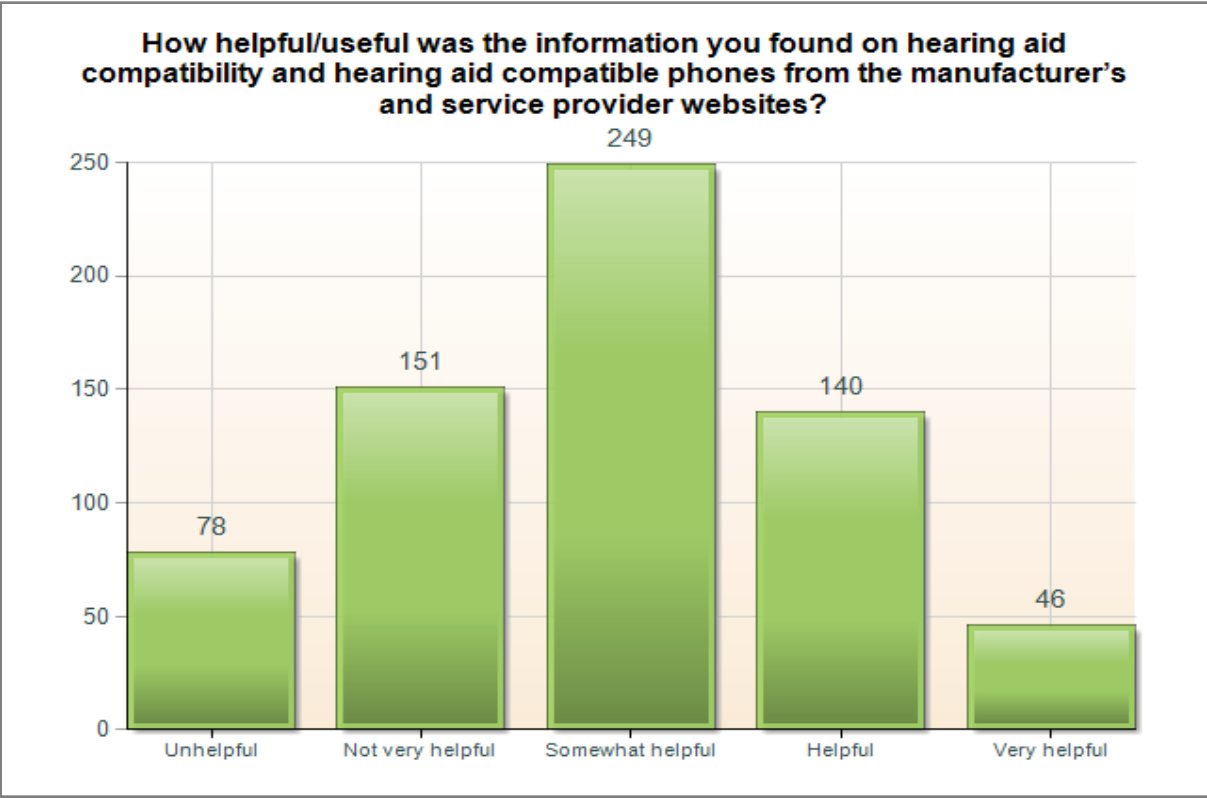
3. How important were the hearing aid compatibility ratings in selecting phones to consider for purchase?

it was the most important feature	322 (44 %)
it was one of the most important features	228 (31 %)
it was a feature I thought about, but it was not one of the most important features	83 (11 %)
it was not a feature I thought about at all	95 (13 %)



4. When you were looking for cell phones, how did you get information about hearing aid compatibility and hearing aid compatible phones? (check all that apply.)

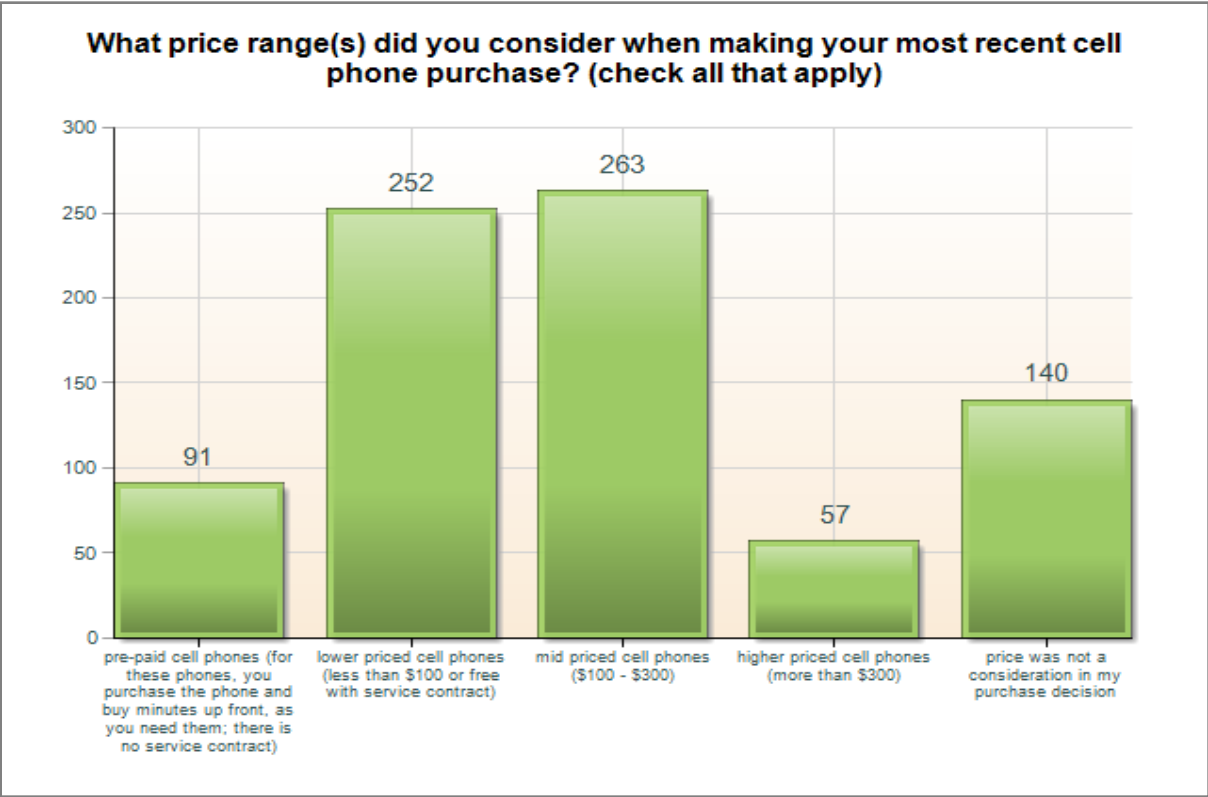
FCC website?	40 (5 %)
Manufacturers' websites?	197 (27 %)
Service providers' websites?	187 (26 %)
In a retail store from the sales clerk?	297 (41 %)
Hearing Loss Association of America www.hearingloss.org	139 (19 %)
After you took it home and read the manual or insert?	86 (12 %)
Other, please specify:	214 (29 %)



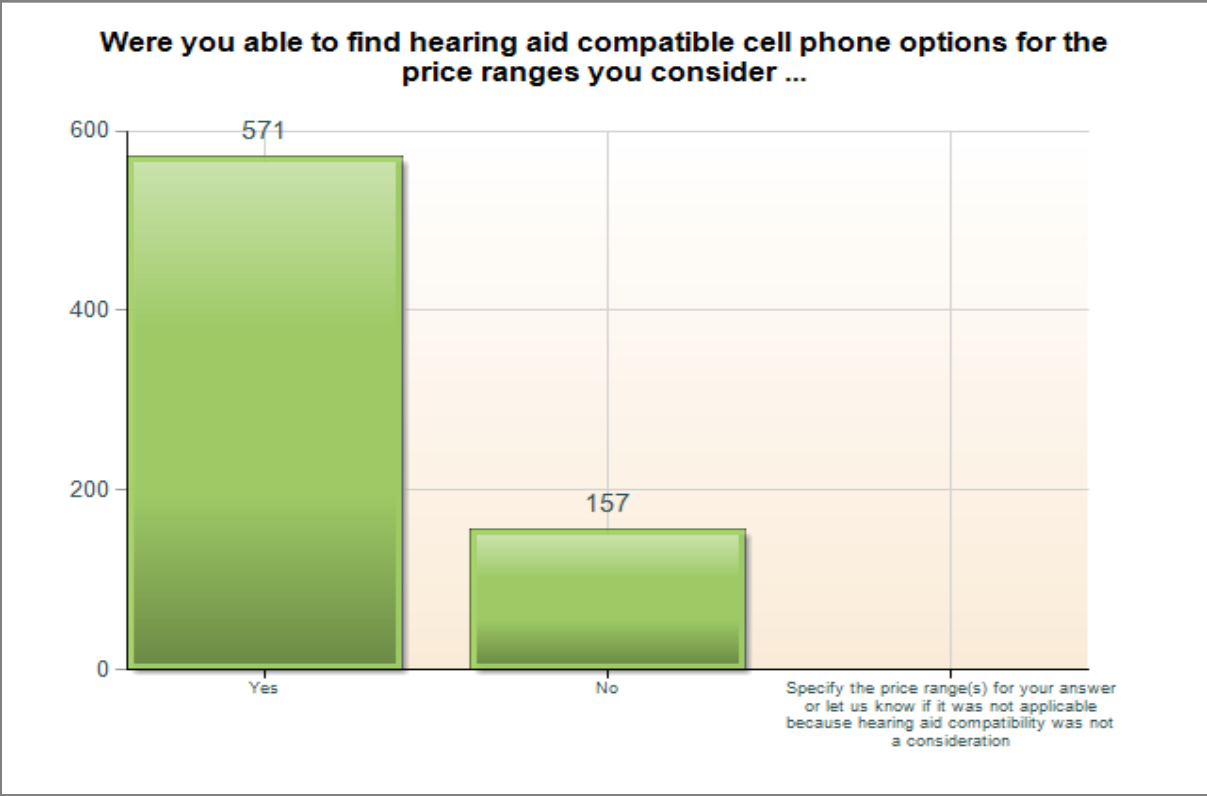
5. How helpful/useful was the information you found on hearing aid compatibility and hearing aid compatible phones from the manufacturer's and service provider websites?	
Unhelpful	78 (12 %)
Not very helpful	151 (23 %)
Somewhat helpful	249 (38 %)
Helpful	140 (21 %)
Very helpful	46 (7 %)



6. In the retail stores you visited, how often were you able to find the hearing aid compatible cell phones without the help of a sales person?		
All of the time	66	(9 %)
Most of the time	140	(20 %)
About half of the time	69	(10 %)
Less than half the time	86	(12 %)
None of the time	135	(19 %)
I don't know how to tell if a cell phone in a store is hearing aid compatible.	113	(16 %)
Not applicable	104	(15 %)

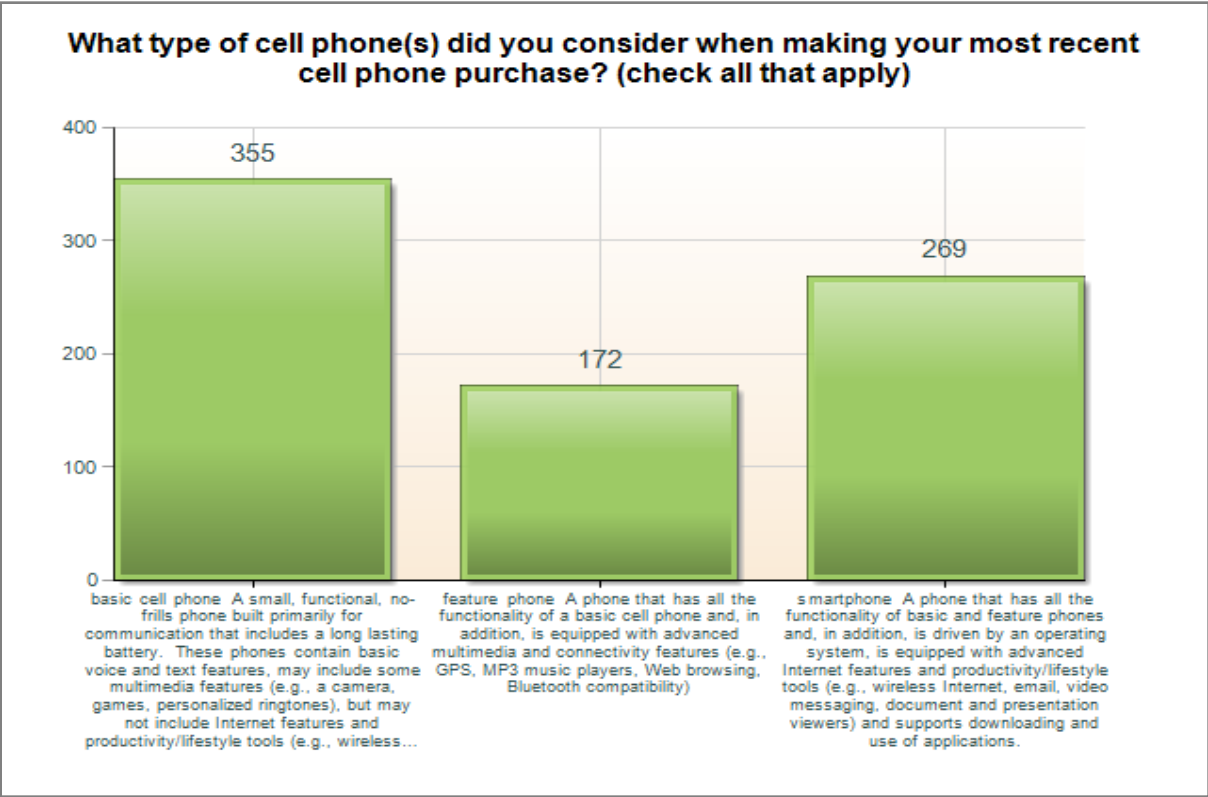


7. What price range(s) did you consider when making your most recent cell phone purchase? (check all that apply)	
pre-paid cell phones (for these phones, you purchase the phone and buy minutes up front, as you need them; there is no service contract)	91 (13 %)
lower priced cell phones (less than \$100 or free with service contract)	252 (35 %)
mid priced cell phones (\$100 - \$300)	263 (37 %)
higher priced cell phones (more than \$300)	57 (8 %)
price was not a consideration in my purchase decision	140 (19 %)



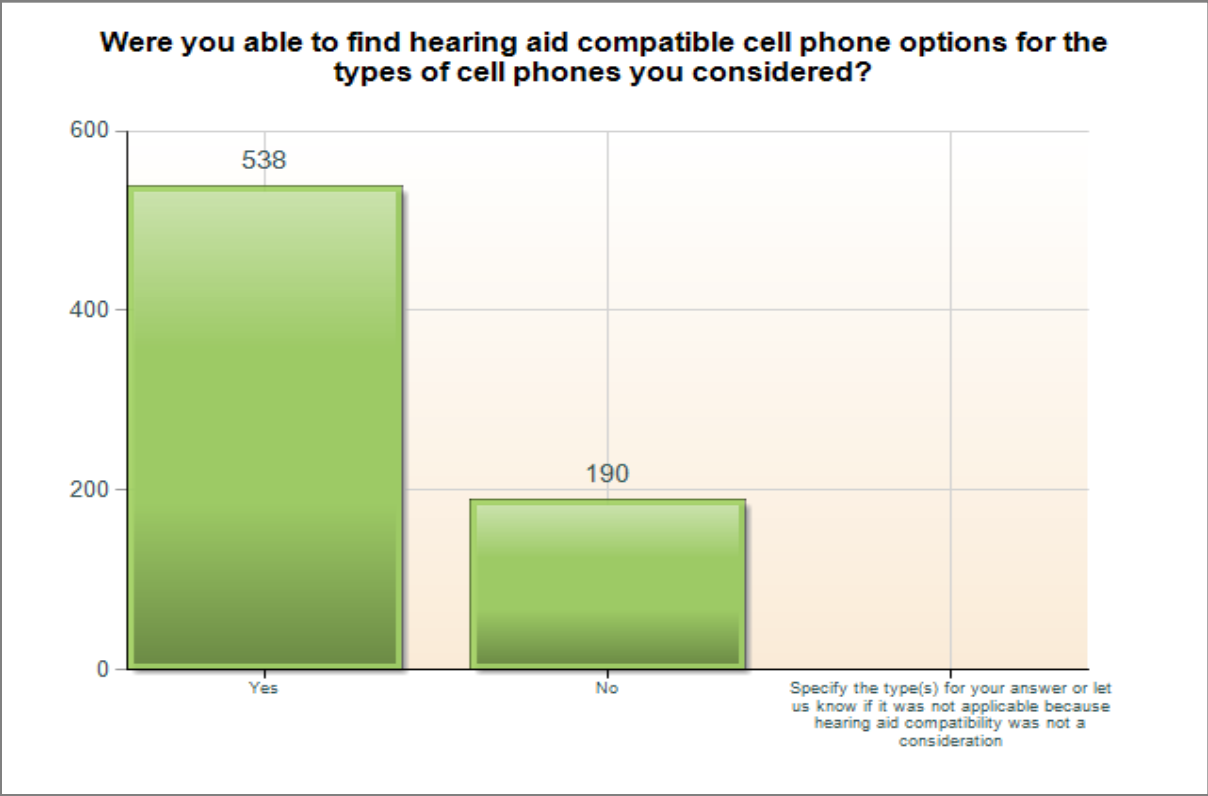
8. Were you able to find hearing aid compatible cell phone options for the price ranges you considered?

Yes	571 (78 %)
No	157 (22 %)
Specify the price range(s) for your answer or let us know if it was not applicable because hearing aid compatibility was not a consideration	0 (0 %)

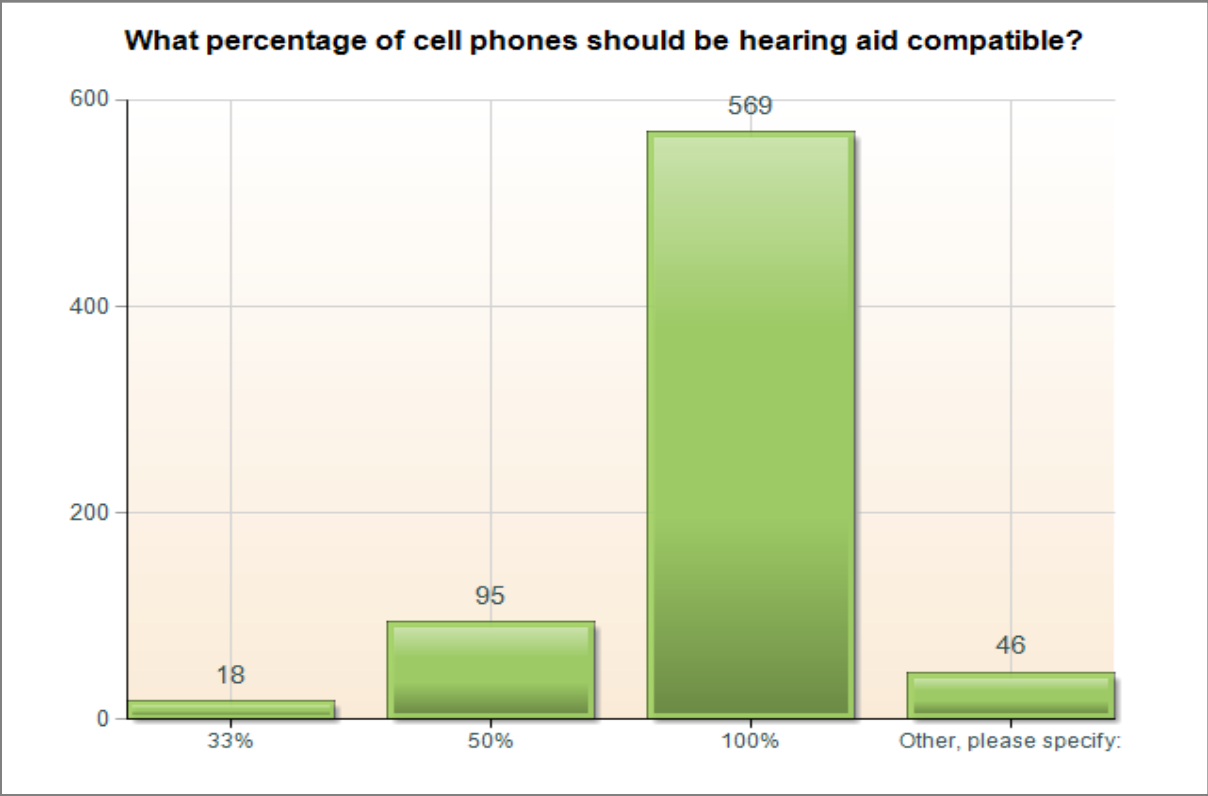


9. What type of cell phone(s) did you consider when making your most recent cell phone purchase? (check all that apply)

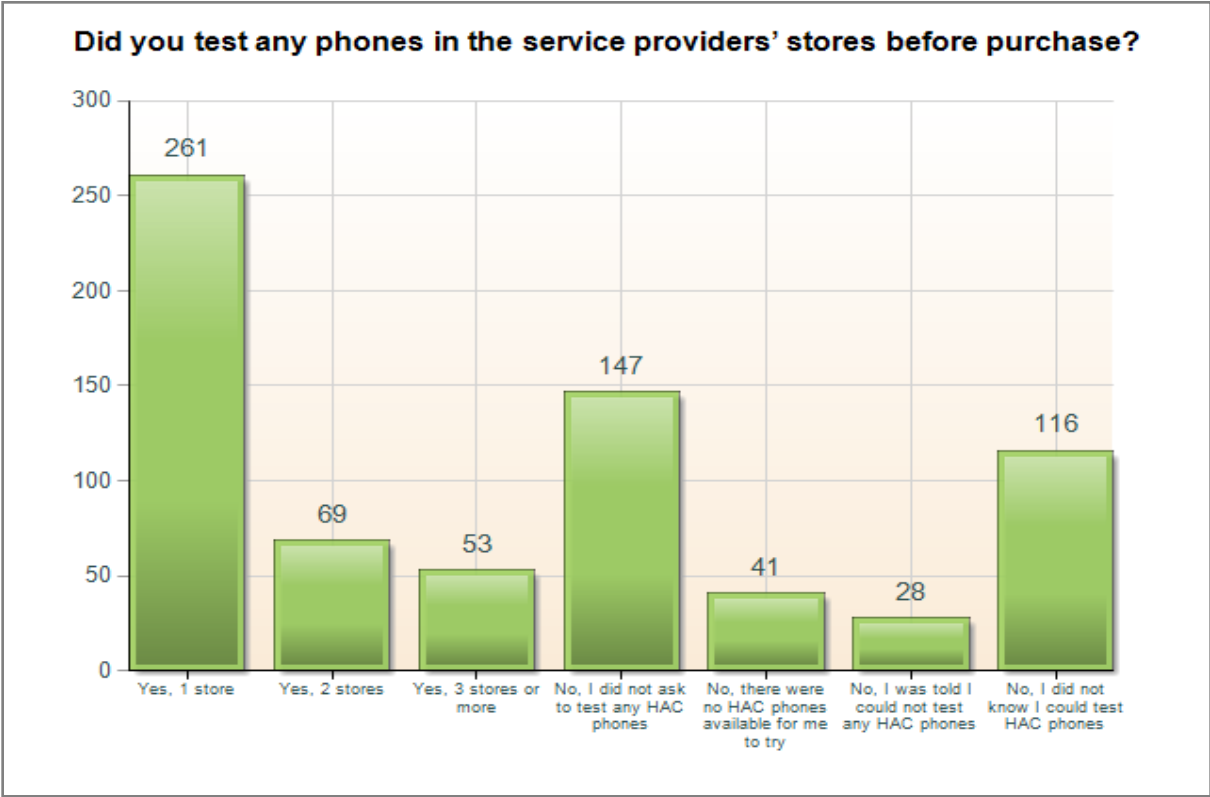
basic cell phone A small, functional, no-frills phone built primarily for communication that includes a long lasting battery. These phones contain basic voice and text features, may include some multimedia features (e.g., a camera, games, personalized ringtones), but may not include Internet features and productivity/lifestyle tools (e.g., wireless Internet, MP3 music player).	355 (49 %)
feature phone A phone that has all the functionality of a basic cell phone and, in addition, is equipped with advanced multimedia and connectivity features (e.g., GPS, MP3 music players, Web browsing, Bluetooth compatibility)	172 (24 %)
smartphone A phone that has all the functionality of basic and feature phones and, in addition, is driven by an operating system, is equipped with advanced Internet features and productivity/lifestyle tools (e.g., wireless Internet, email, video messaging, document and presentation viewers) and supports downloading and use of applications.	269 (37 %)



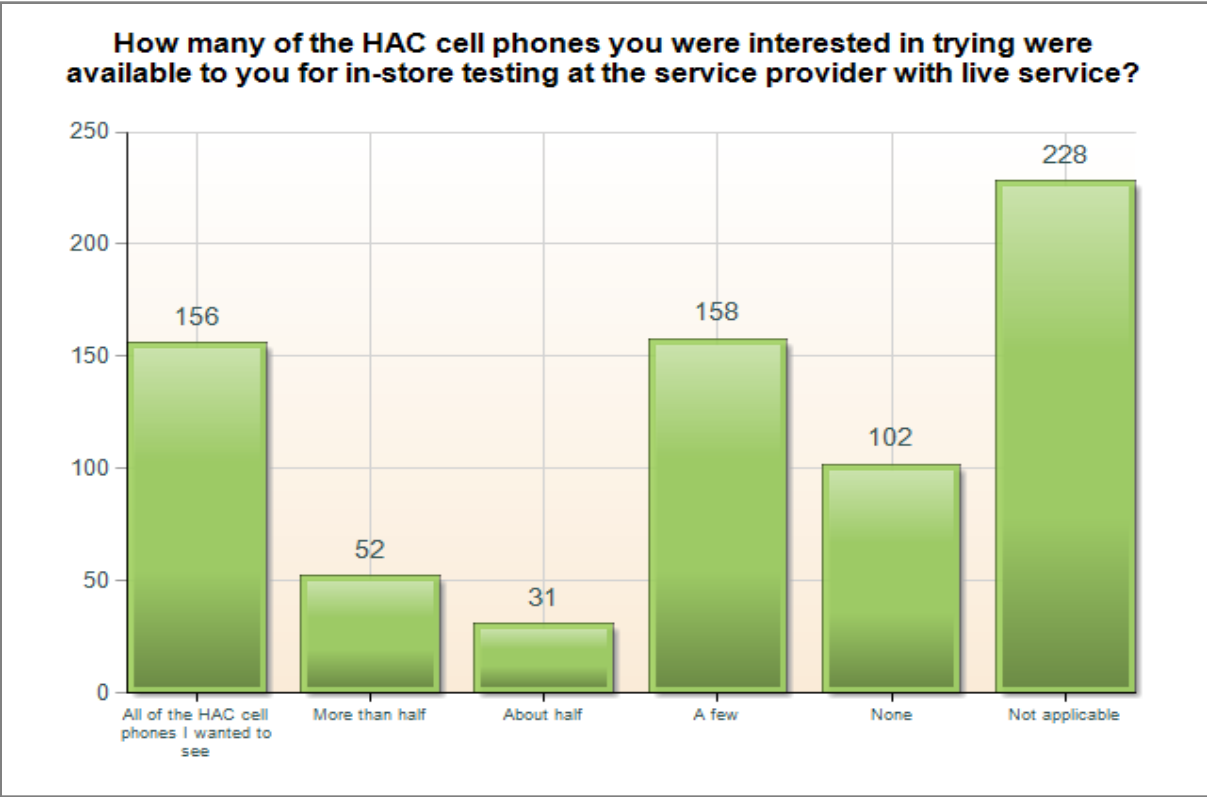
10. Were you able to find hearing aid compatible cell phone options for the types of cell phones you considered?	
Yes	538 (74 %)
No	190 (26 %)
Specify the type(s) for your answer or let us know if it was not applicable because hearing aid compatibility was not a consideration	0 (0 %)



11. What percentage of cell phones should be hearing aid compatible?	
33%	18 (2 %)
50%	95 (13 %)
100%	569 (78 %)
Other, please specify:	46 (6 %)

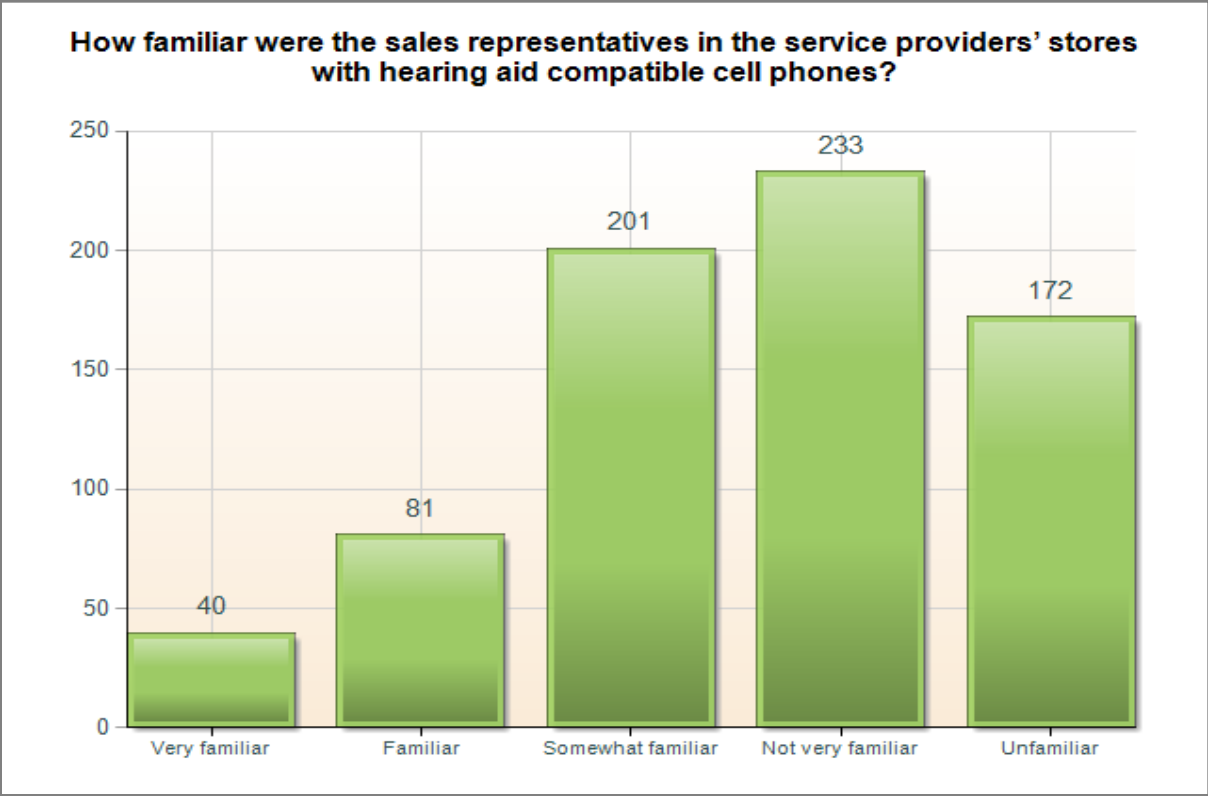


12. Did you test any phones in the service providers' stores before purchase?	
Yes, 1 store	261 (37 %)
Yes, 2 stores	69 (10 %)
Yes, 3 stores or more	53 (7 %)
No, I did not ask to test any HAC phones	147 (21 %)
No, there were no HAC phones available for me to try	41 (6 %)
No, I was told I could not test any HAC phones	28 (4 %)
No, I did not know I could test HAC phones	116 (16 %)

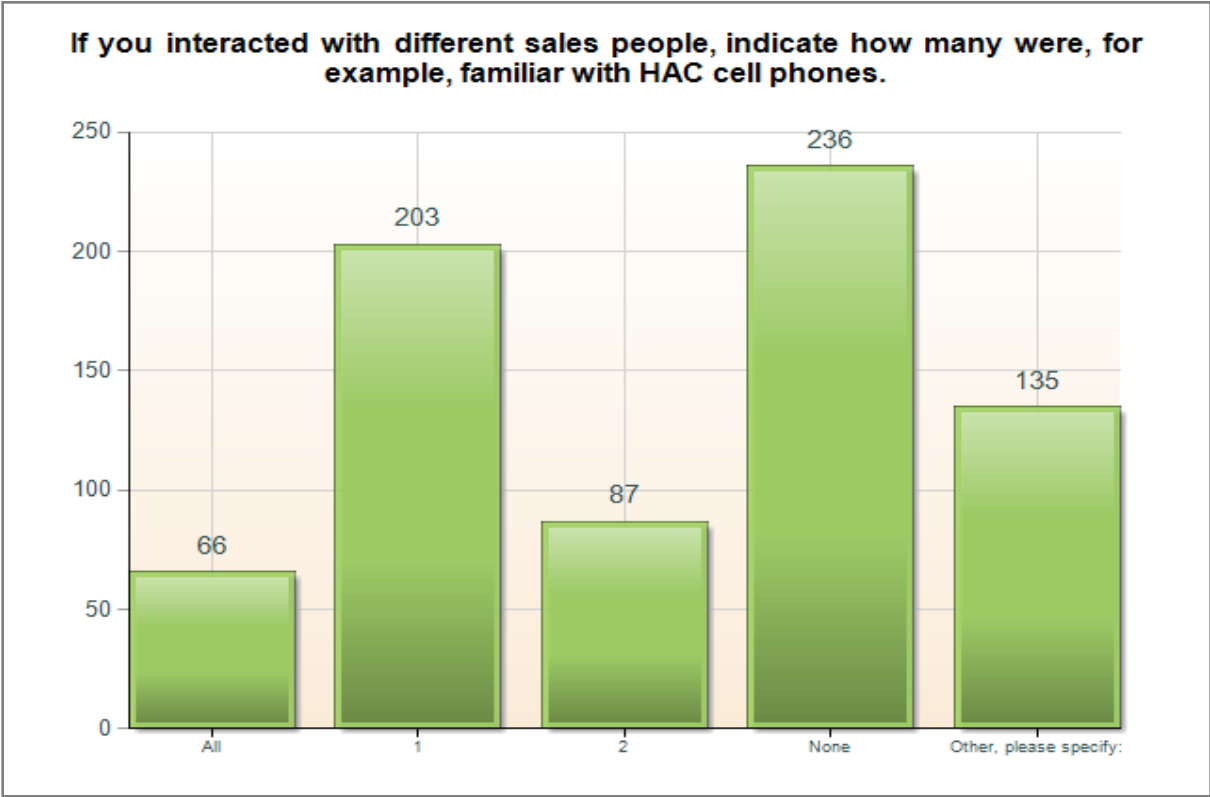


13. How many of the HAC cell phones you were interested in trying were available to you for in-store testing at the service provider with live service?

All of the HAC cell phones I wanted to see	156 (21 %)
More than half	52 (7 %)
About half	31 (4 %)
A few	158 (22 %)
None	102 (14 %)
Not applicable	228 (31 %)

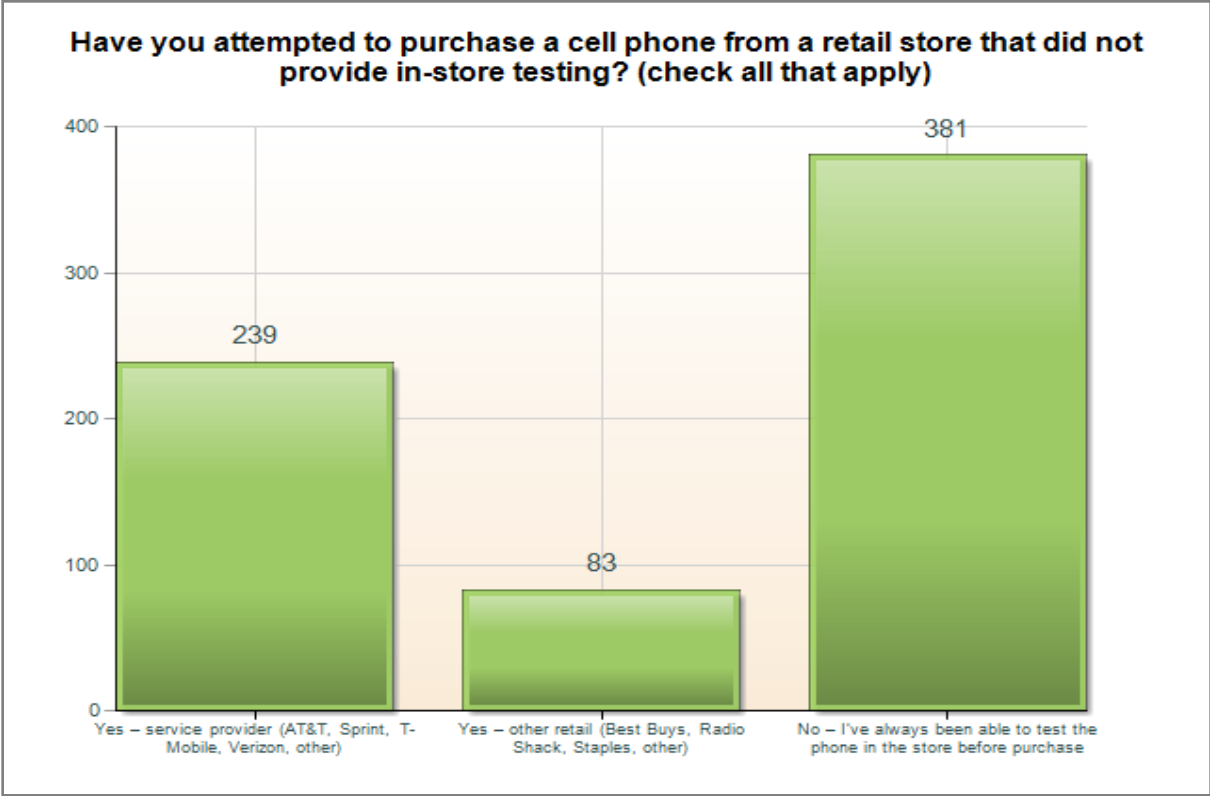


14. How familiar were the sales representatives in the service providers' stores with hearing aid compatible cell phones?	
Very familiar	40 (6 %)
Familiar	81 (11 %)
Somewhat familiar	201 (28 %)
Not very familiar	233 (32 %)
Unfamiliar	172 (24 %)



15. If you interacted with different sales people, indicate how many were, for example, familiar with HAC cell phones.

All	66 (9 %)
1	203 (28 %)
2	87 (12 %)
None	236 (32 %)
Other, please specify:	135 (19 %)

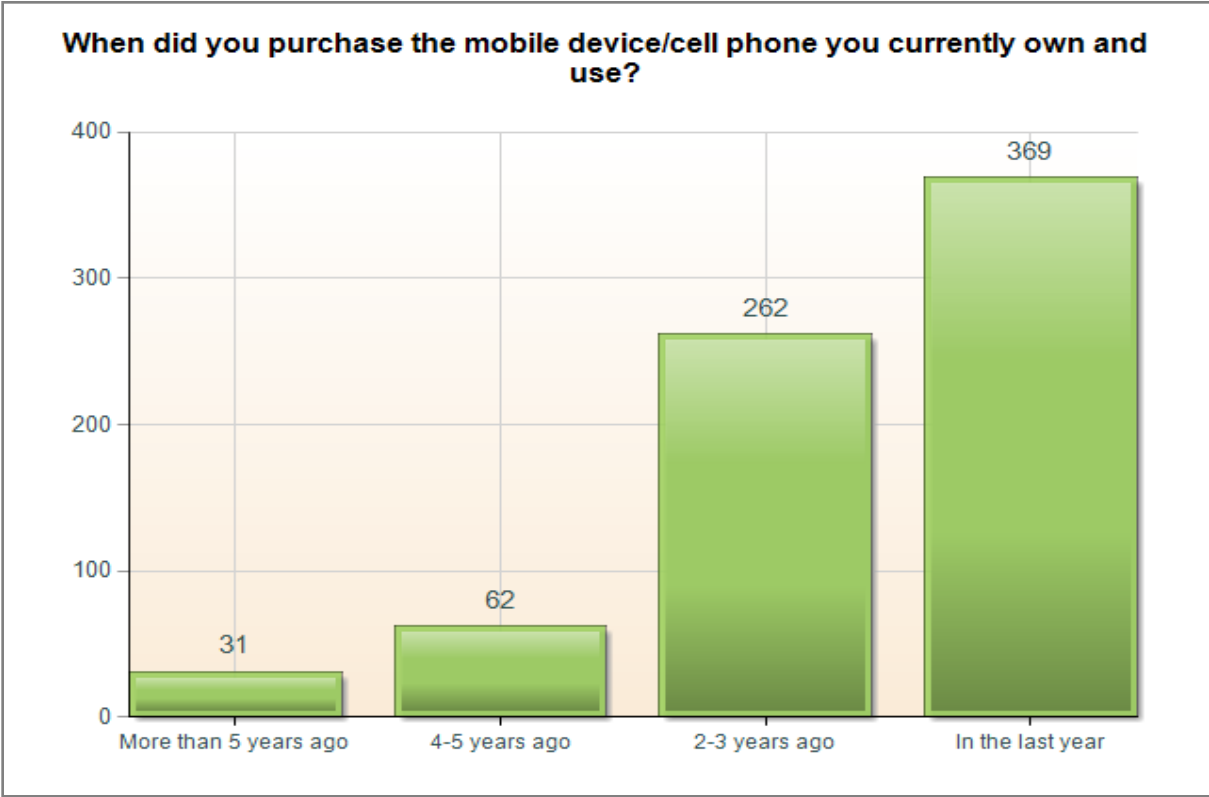


16. Have you attempted to purchase a cell phone from a retail store that did not provide in-store testing? (check all that apply)	
Yes – service provider (AT&T, Sprint, T-Mobile, Verizon, other)	239 (36 %)
Yes – other retail (Best Buys, Radio Shack, Staples, other)	83 (12 %)
No – I’ve always been able to test the phone in the store before purchase	381 (57 %)



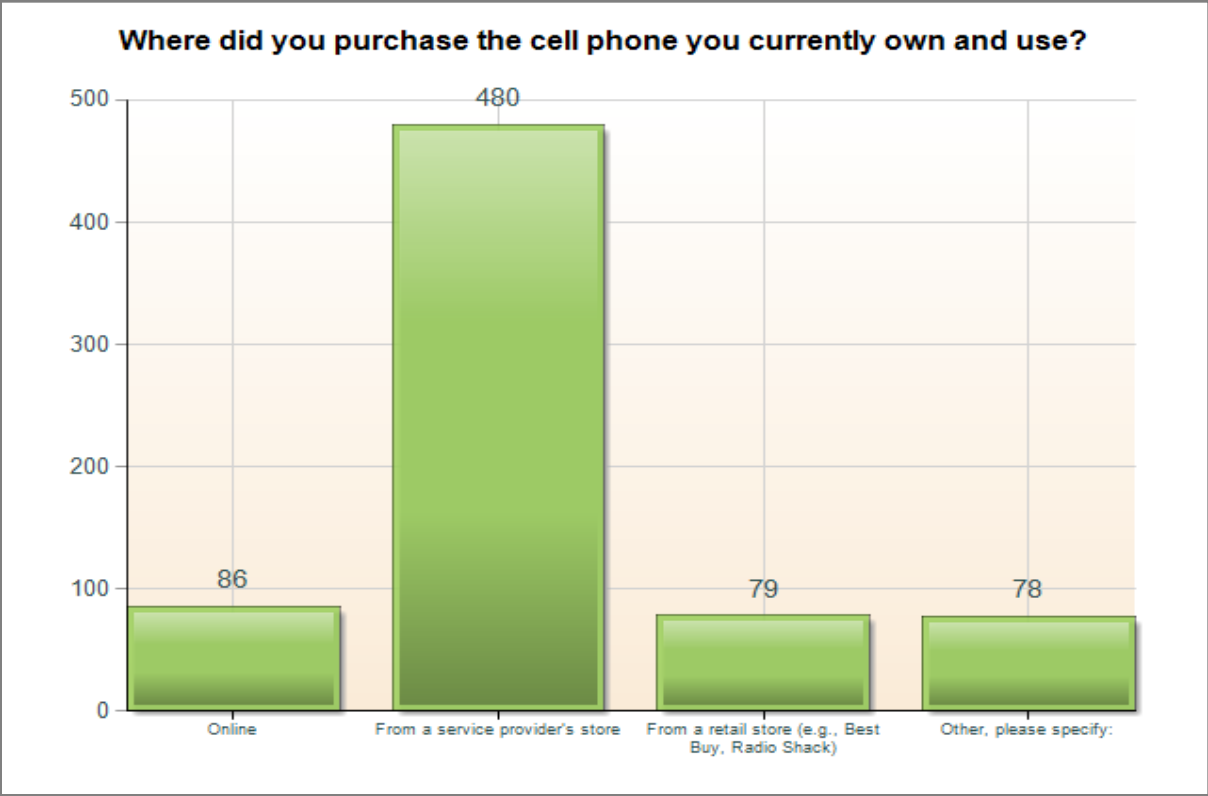
17. Should any retail store be exempt from providing in-store testing of cell phones?

17. Should any retail store be exempt from providing in-store testing of cell phones?	
No, all stores that sell phones should provide in-store testing	708 (97 %)
Yes, the following stores should be exempt from providing in-store testing:	19 (3 %)



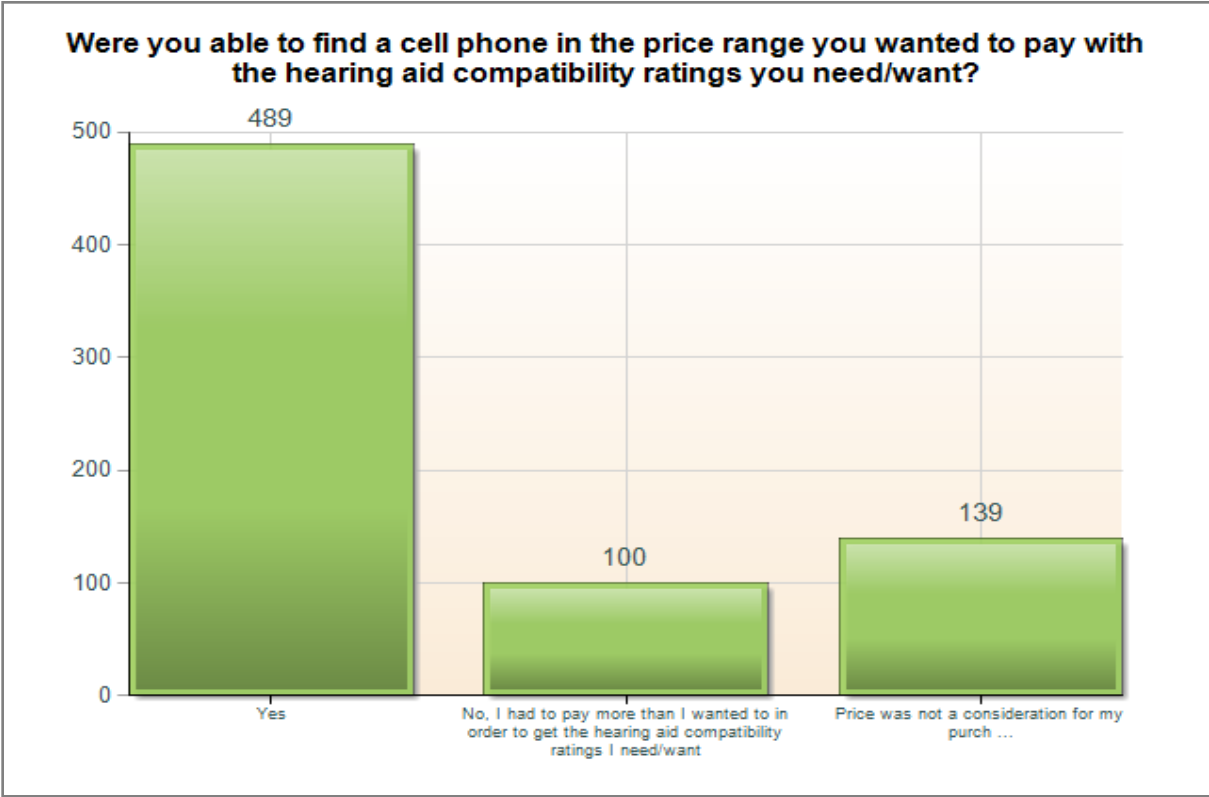
18. When did you purchase the mobile device/cell phone you currently own and use?

More than 5 years ago	31 (4 %)
4-5 years ago	62 (9 %)
2-3 years ago	262 (36 %)
In the last year	369 (51 %)



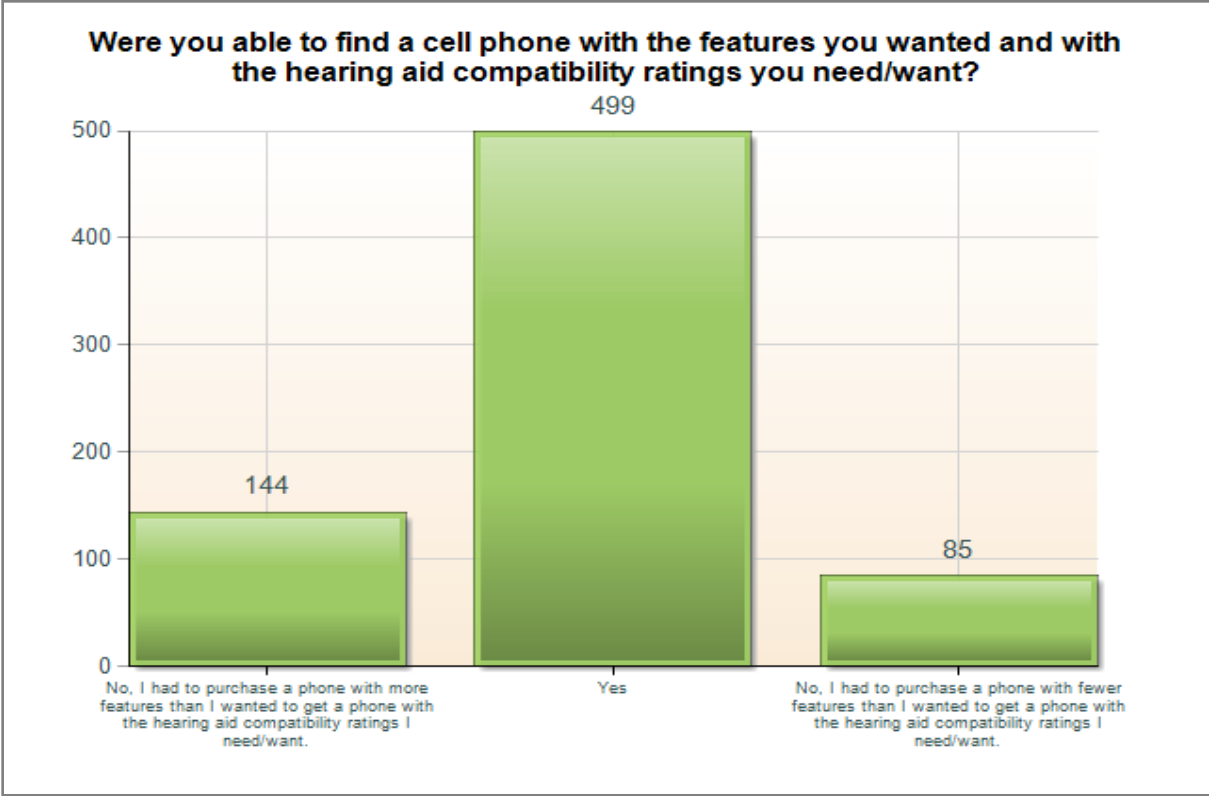
19. Where did you purchase the cell phone you currently own and use?

Online	86 (12 %)
From a service provider's store	480 (66 %)
From a retail store (e.g., Best Buy, Radio Shack)	79 (11 %)
Other, please specify:	78 (11 %)

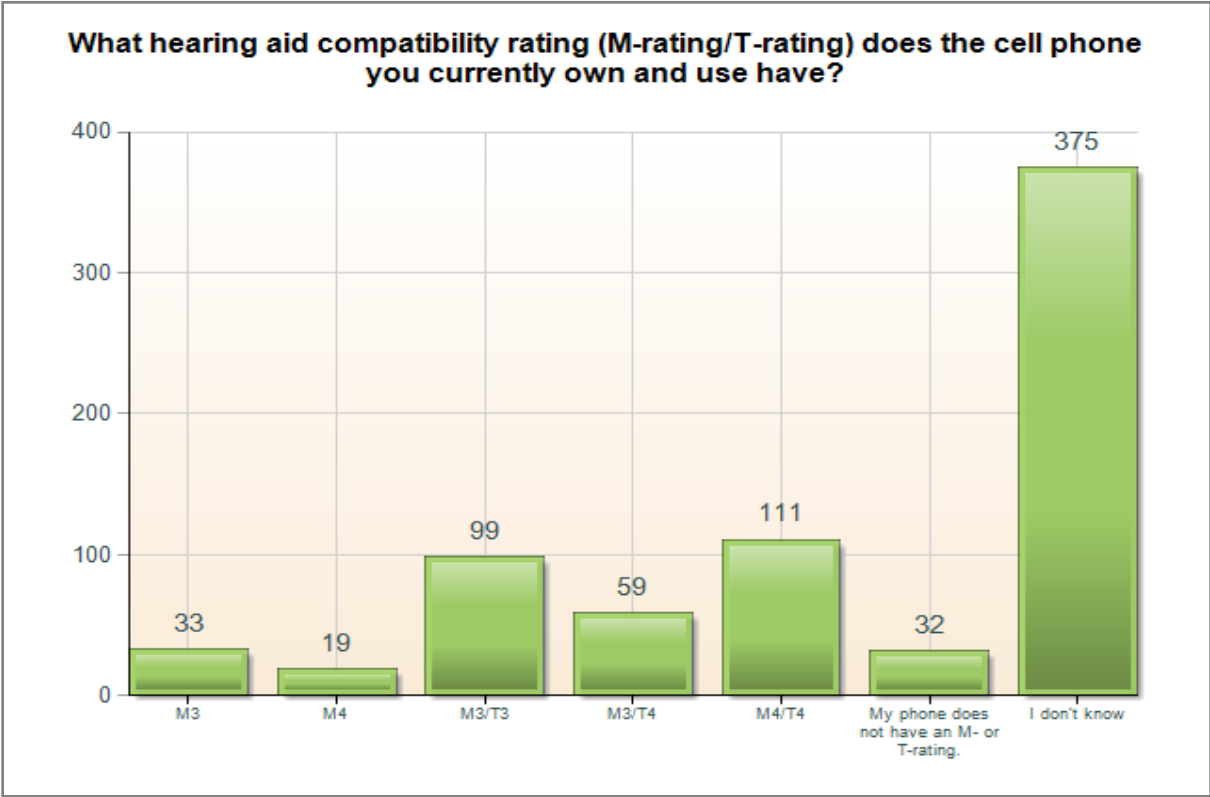


20. Were you able to find a cell phone in the price range you wanted to pay with the hearing aid compatibility ratings you need/want?

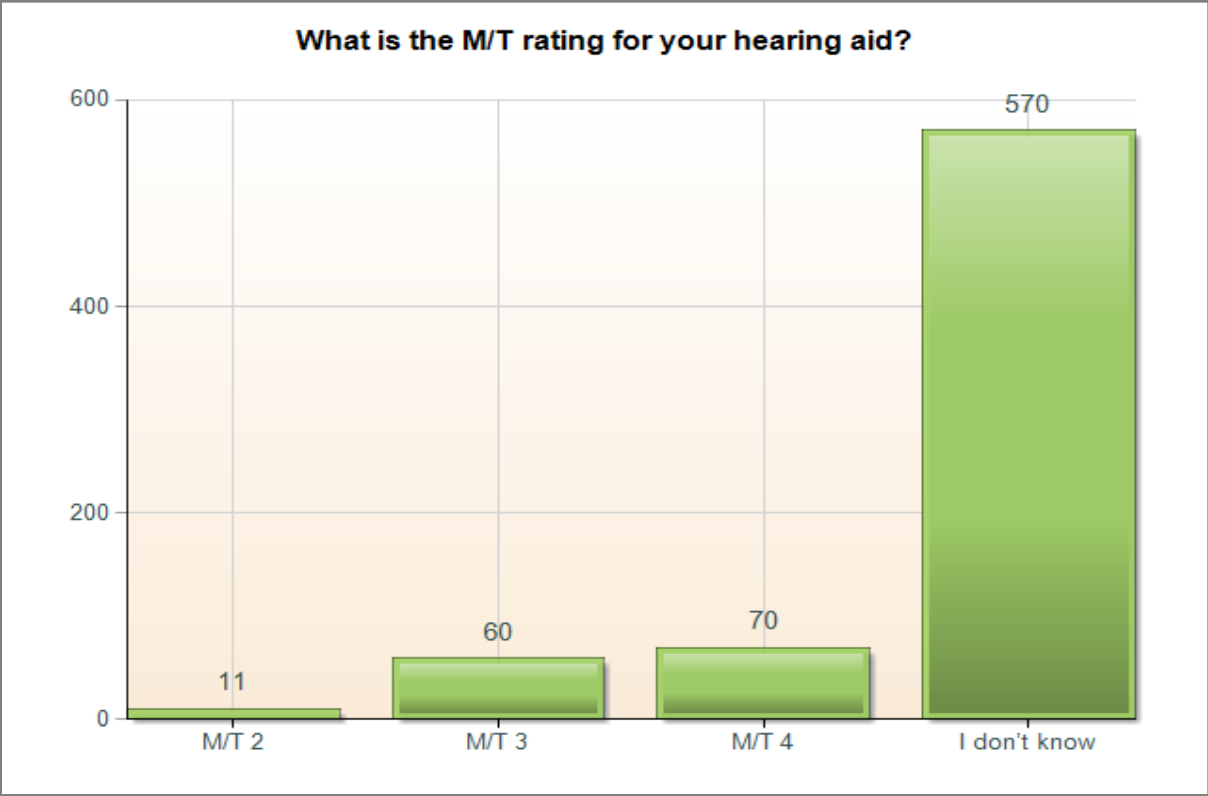
Yes	489 (67 %)
No, I had to pay more than I wanted to in order to get the hearing aid compatibility ratings I need/want	100 (14 %)
Price was not a consideration for my purchase	139 (19 %)



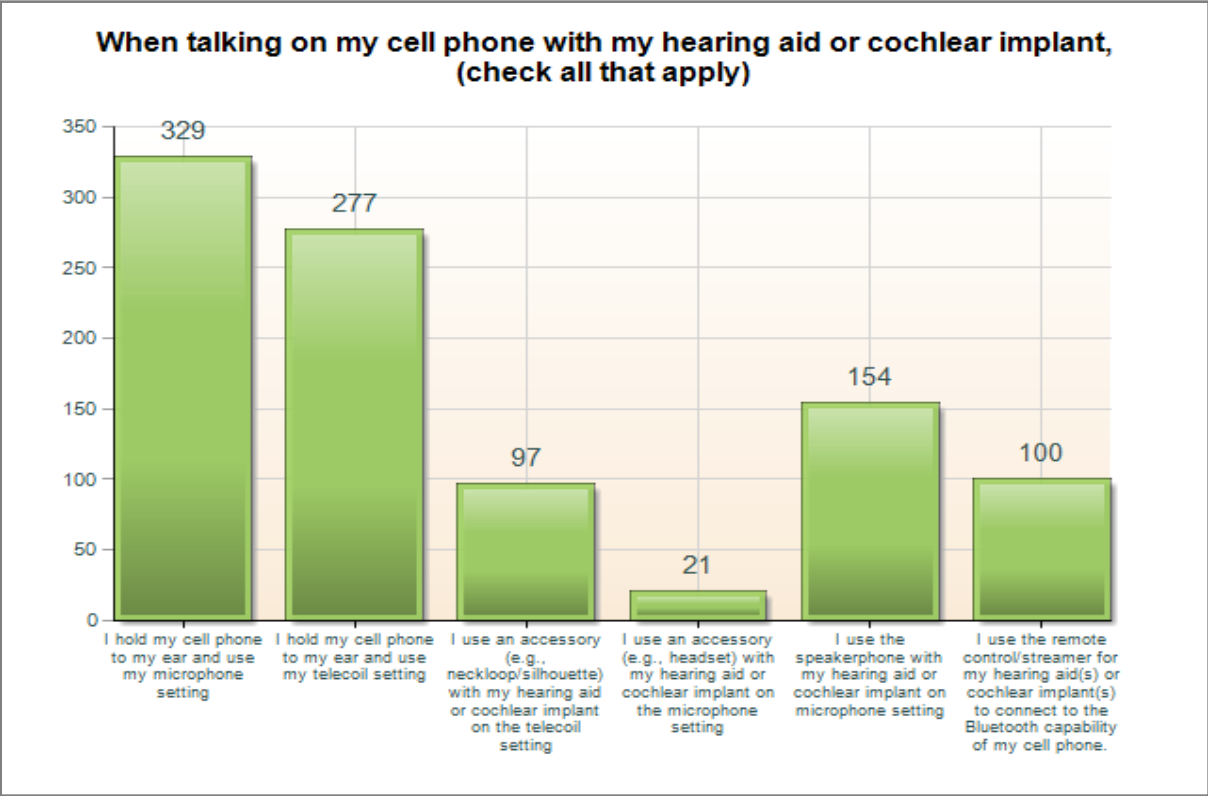
21. Were you able to find a cell phone with the features you wanted and with the hearing aid compatibility ratings you need/want?	
No, I had to purchase a phone with more features than I wanted to get a phone with the hearing aid compatibility ratings I need/want.	144 (20 %)
Yes	499 (69 %)
No, I had to purchase a phone with fewer features than I wanted to get a phone with the hearing aid compatibility ratings I need/want.	85 (12 %)



22. What hearing aid compatibility rating (M-rating/T-rating) does the cell phone you currently own and use have?	
M3	33 (5 %)
M4	19 (3 %)
M3/T3	99 (14 %)
M3/T4	59 (8 %)
M4/T4	111 (15 %)
My phone does not have an M- or T-rating.	32 (4 %)
I don't know	375 (52 %)

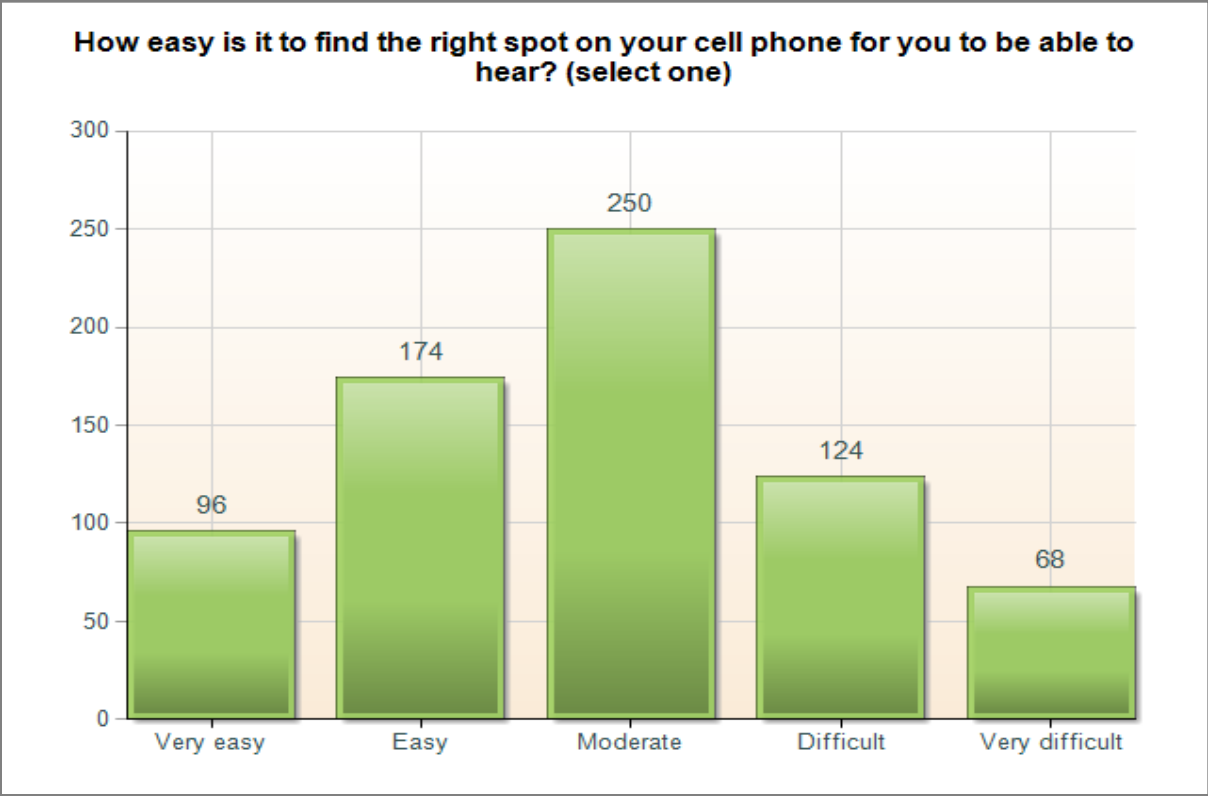


23. What is the M/T rating for your hearing aid?	
M/T 2	11 (2 %)
M/T 3	60 (8 %)
M/T 4	70 (10 %)
I don't know	570 (80 %)



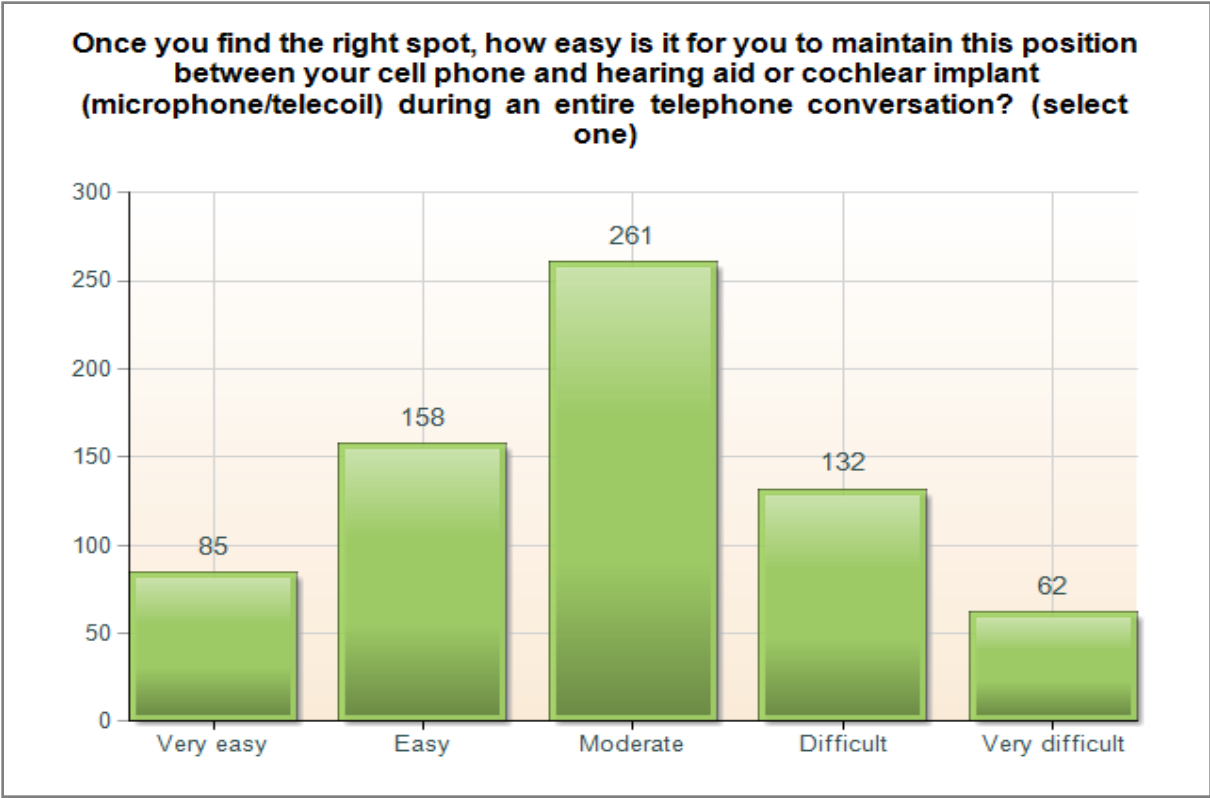
24. When talking on my cell phone with my hearing aid or cochlear implant, (check all that apply)

I hold my cell phone to my ear and use my microphone setting	329 (48 %)
I hold my cell phone to my ear and use my telecoil setting	277 (40 %)
I use an accessory (e.g., neckloop/silhouette) with my hearing aid or cochlear implant on the telecoil setting	97 (14 %)
I use an accessory (e.g., headset) with my hearing aid or cochlear implant on the microphone setting	21 (3 %)
I use the speakerphone with my hearing aid or cochlear implant on microphone setting	154 (22 %)
I use the remote control/streamer for my hearing aid(s) or cochlear implant(s) to connect to the Bluetooth capability of my cell phone.	100 (15 %)

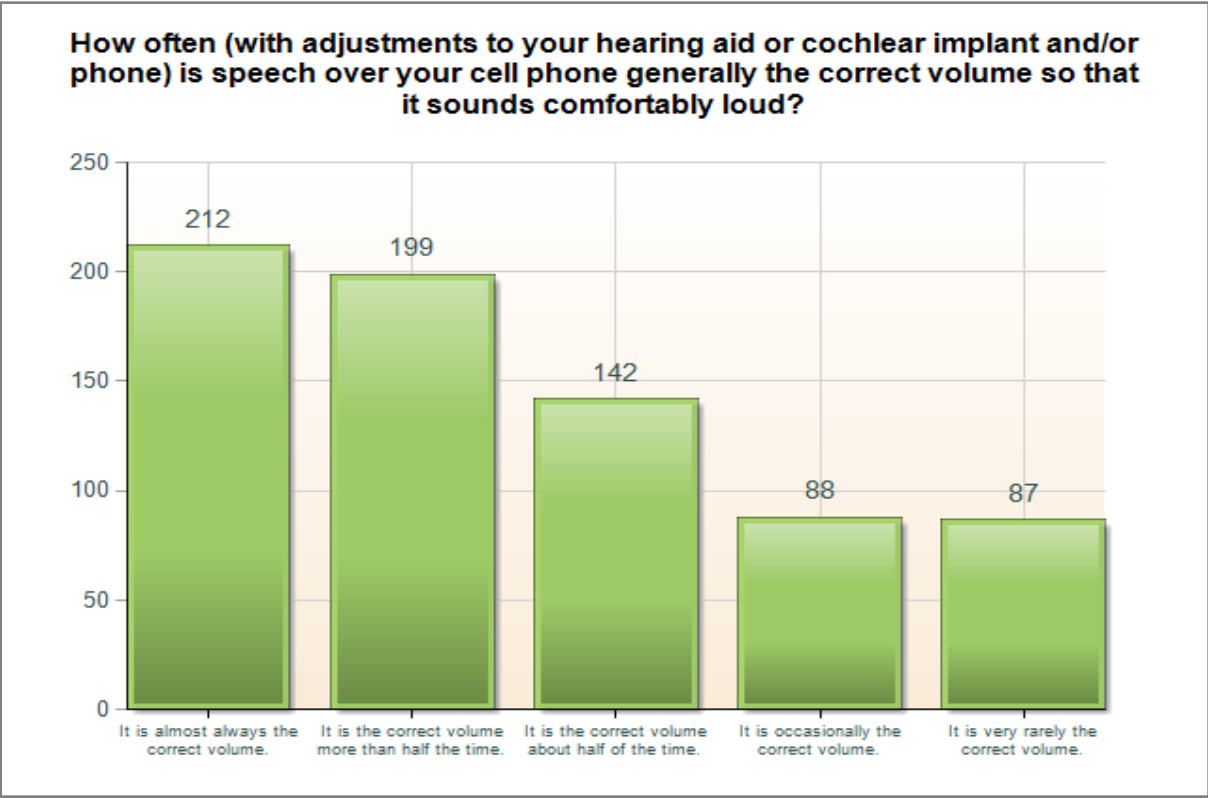


25. How easy is it to find the right spot on your cell phone for you to be able to hear? (select one)

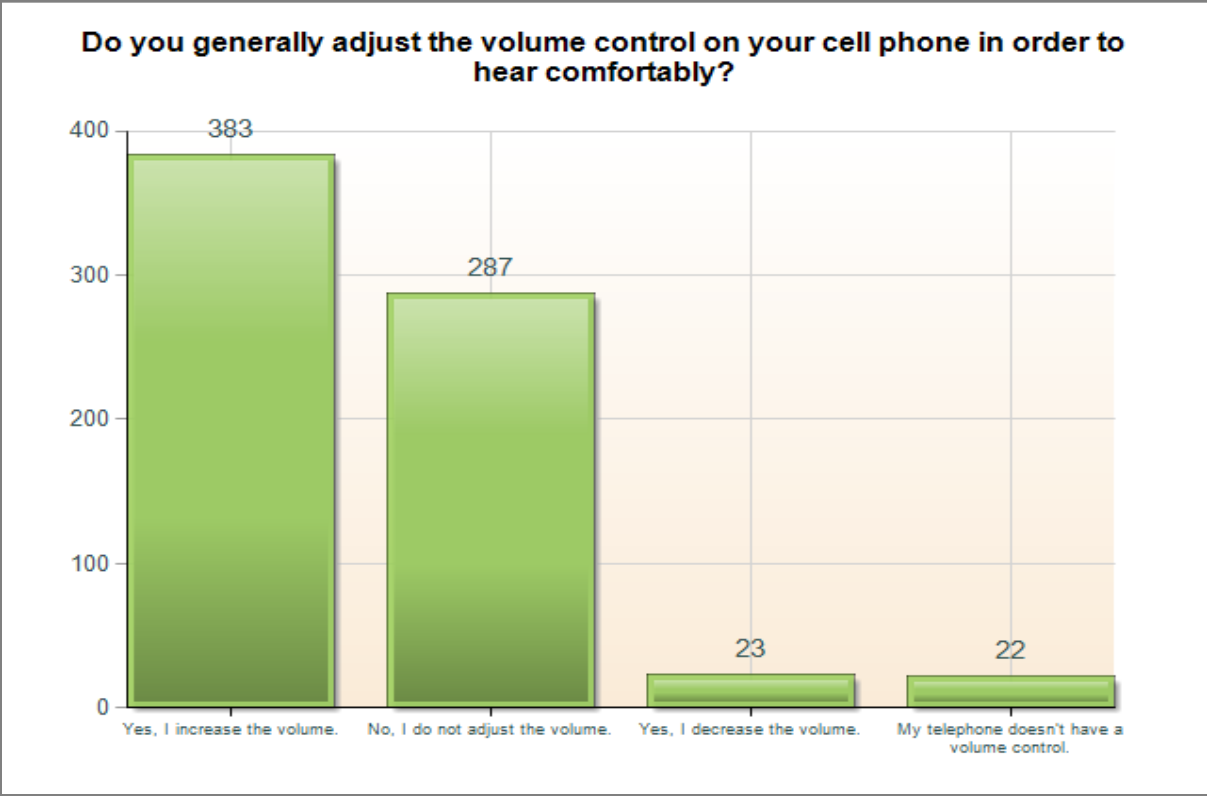
Very easy	96 (13 %)
Easy	174 (24 %)
Moderate	250 (35 %)
Difficult	124 (17 %)
Very difficult	68 (10 %)



26. Once you find the right spot, how easy is it for you to maintain this position between your cell phone and hearing aid or cochlear implant (microphone/telecoil) during an entire telephone conversation? (select one)	
Very easy	85 (12 %)
Easy	158 (23 %)
Moderate	261 (37 %)
Difficult	132 (19 %)
Very difficult	62 (9 %)

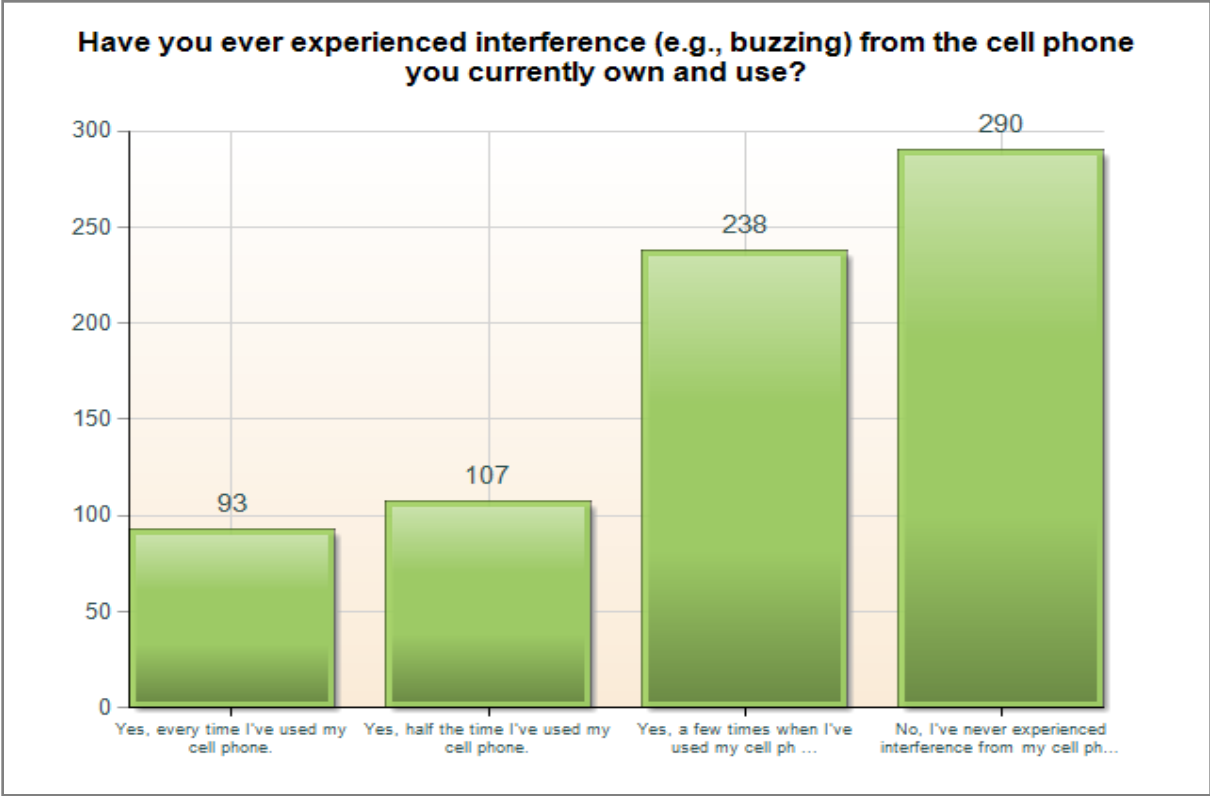


27. How often (with adjustments to your hearing aid or cochlear implant and/or phone) is speech over your cell phone generally the correct volume so that it sounds comfortably loud?	
It is almost always the correct volume.	212 (29 %)
It is the correct volume more than half the time.	199 (27 %)
It is the correct volume about half of the time.	142 (20 %)
It is occasionally the correct volume.	88 (12 %)
It is very rarely the correct volume.	87 (12 %)



28. Do you generally adjust the volume control on your cell phone in order to hear comfortably?

Yes, I increase the volume.	383 (54 %)
No, I do not adjust the volume.	287 (40 %)
Yes, I decrease the volume.	23 (3 %)
My telephone doesn't have a volume control.	22 (3 %)



29. Have you ever experienced interference (e.g., buzzing) from the cell phone you currently own and use?

Yes, every time I've used my cell phone.

93 (13 %)

Yes, half the time I've used my cell phone.

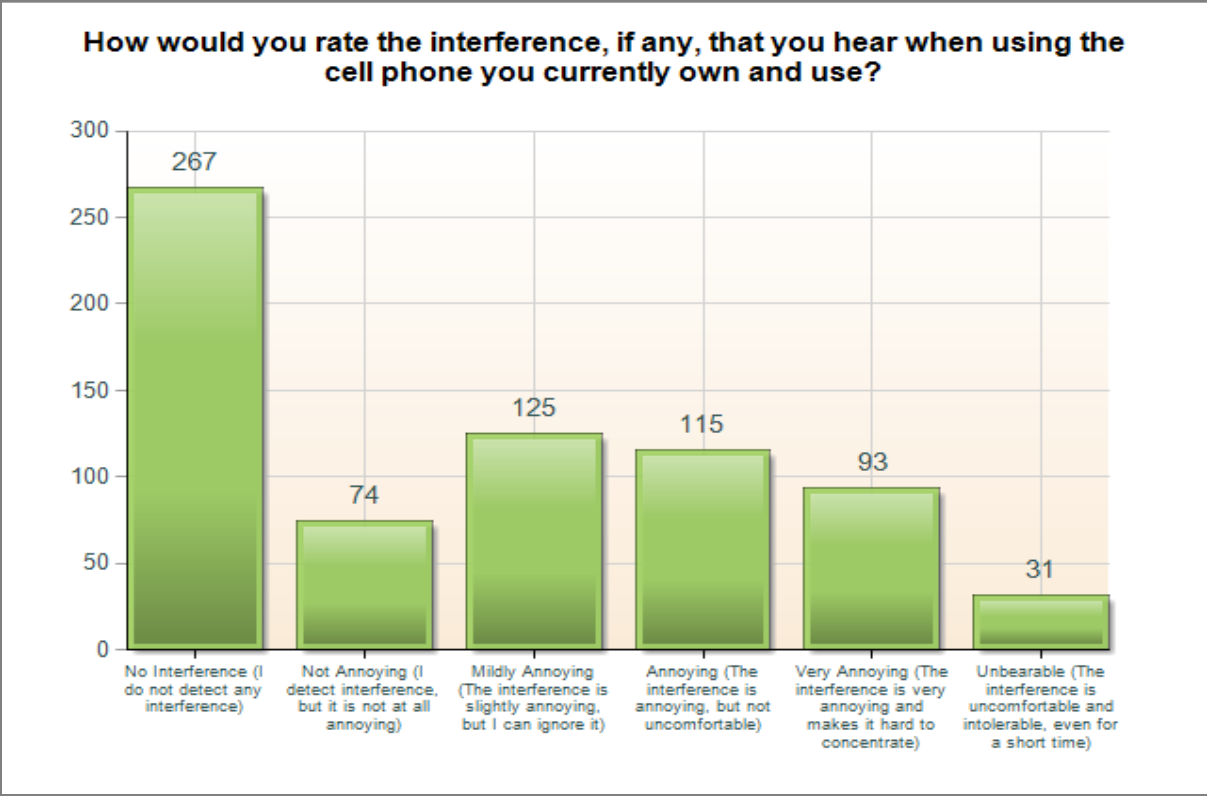
107 (15 %)

Yes, a few times when I've used my cell phone

238 (33 %)

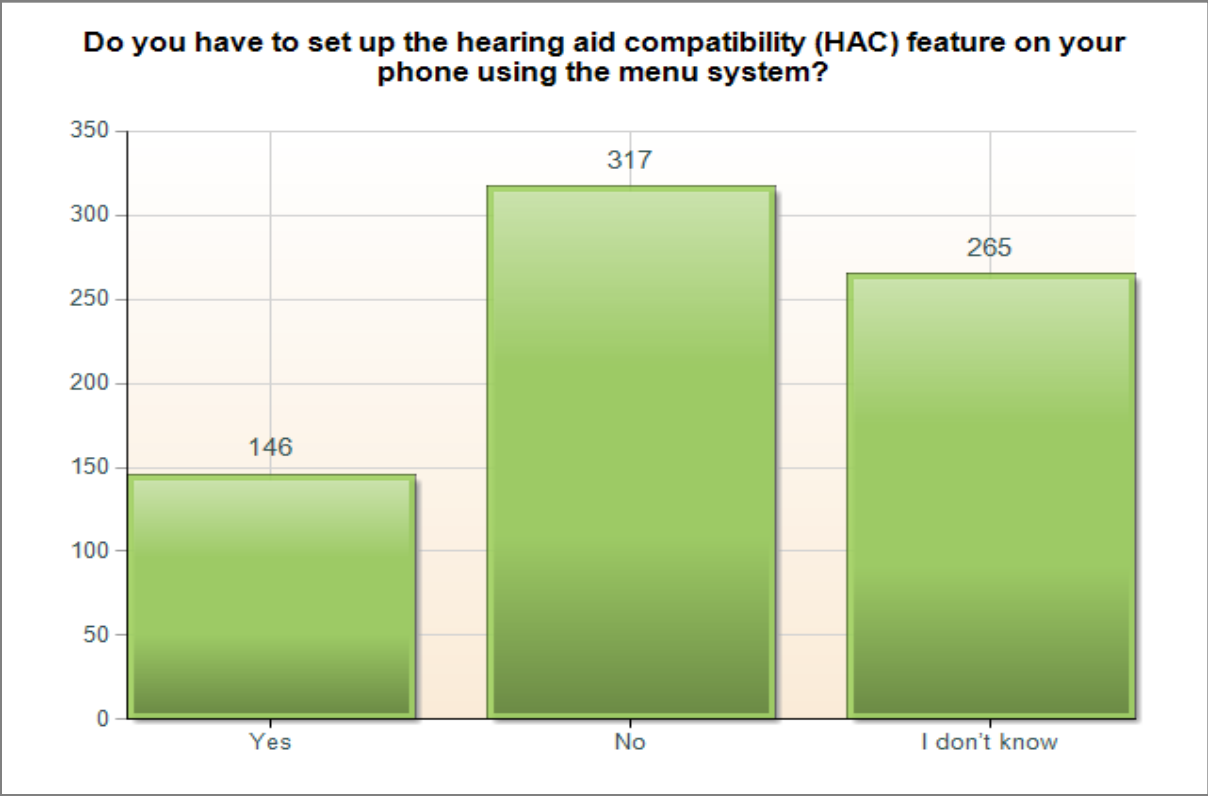
No, I've never experienced interference from my cell phone.

290 (40 %)

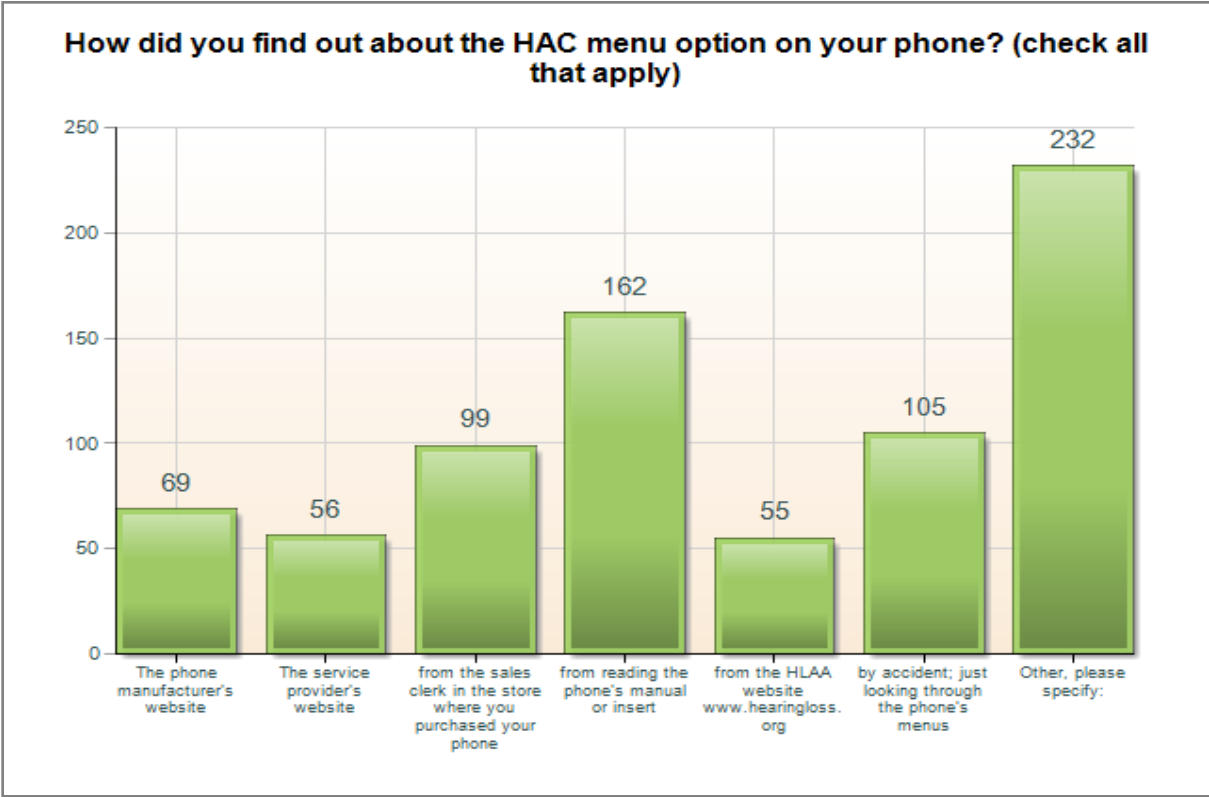


30. How would you rate the interference, if any, that you hear when using the cell phone you currently own and use?

No Interference (I do not detect any interference)	267 (38 %)
Not Annoying (I detect interference, but it is not at all annoying)	74 (10 %)
Mildly Annoying (The interference is slightly annoying, but I can ignore it)	125 (18 %)
Annoying (The interference is annoying, but not uncomfortable)	115 (16 %)
Very Annoying (The interference is very annoying and makes it hard to concentrate)	93 (13 %)
Unbearable (The interference is uncomfortable and intolerable, even for a short time)	31 (4 %)

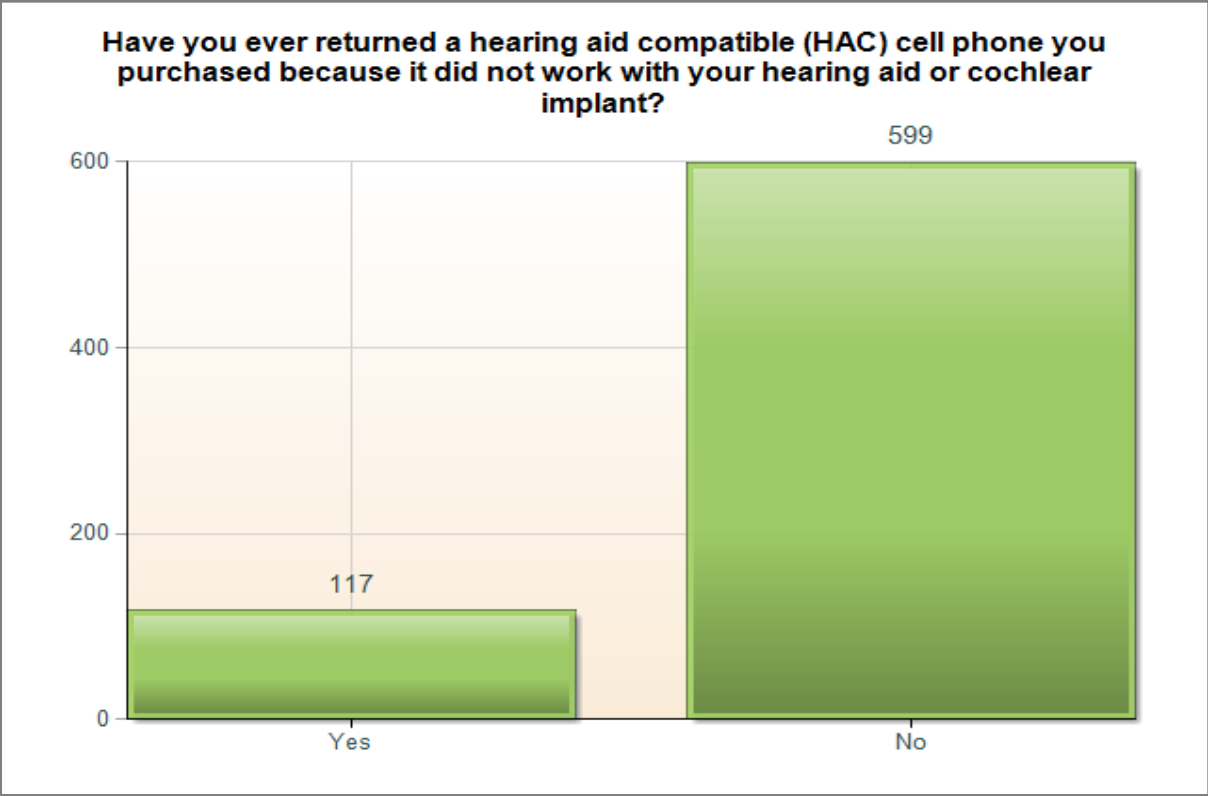


31. Do you have to set up the hearing aid compatibility (HAC) feature on your phone using the menu system?	
Yes	146 (20 %)
No	317 (44 %)
I don't know	265 (36 %)

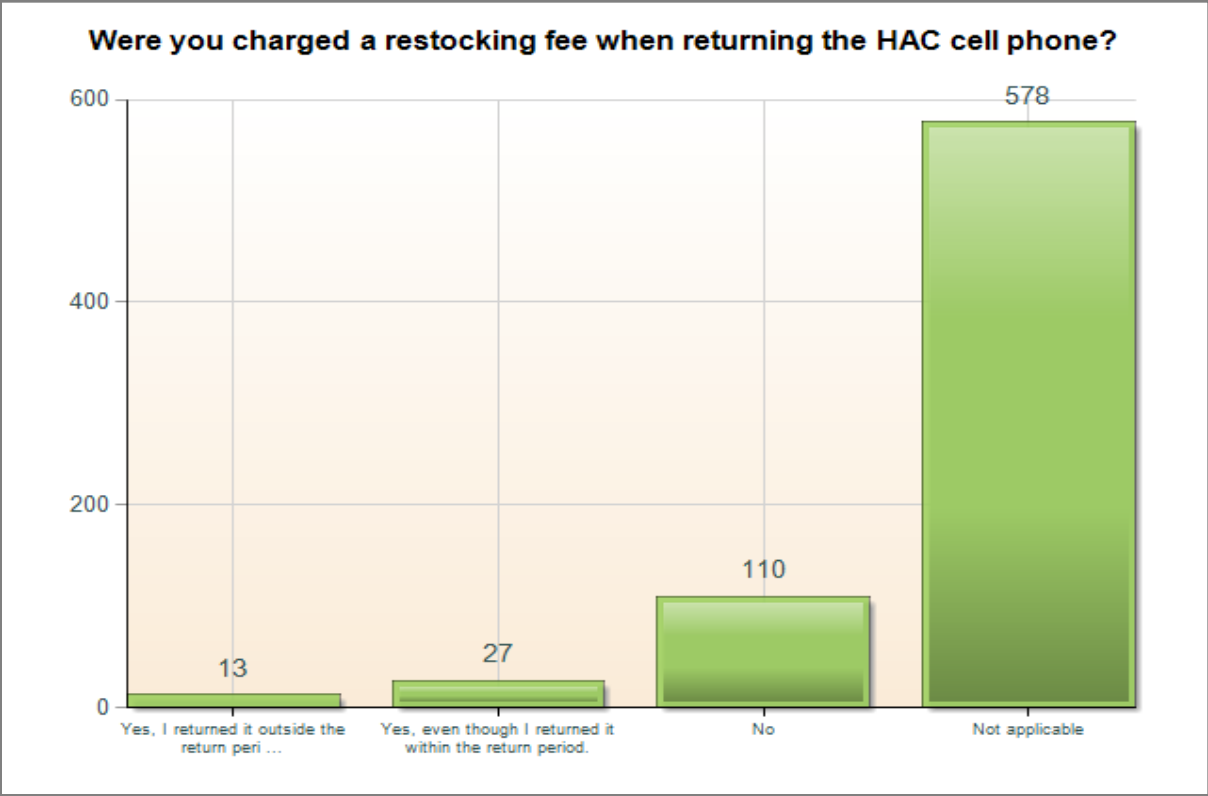


32. How did you find out about the HAC menu option on your phone? (check all that apply)

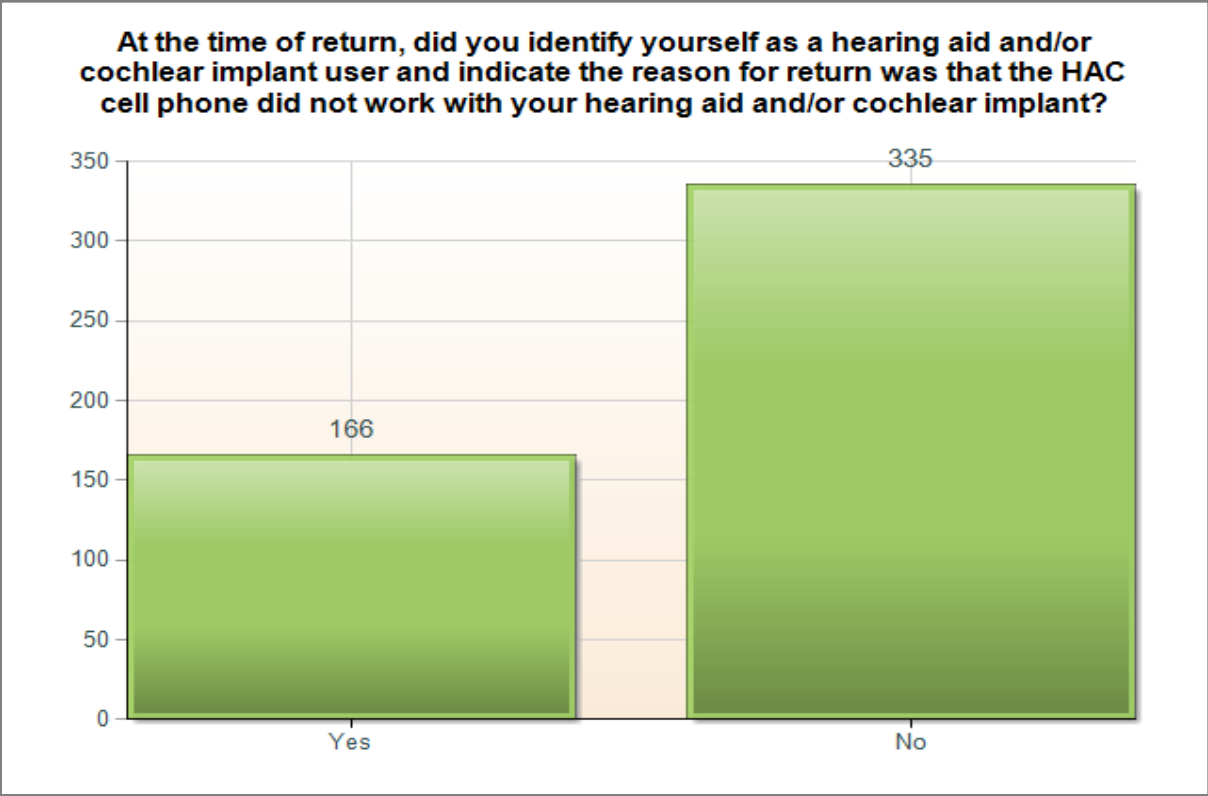
The phone manufacturer's website	69 (11 %)
The service provider's website	56 (9 %)
from the sales clerk in the store where you purchased your phone	99 (15 %)
from reading the phone's manual or insert	162 (25 %)
from the HLAA website www.hearingloss.org	55 (9 %)
by accident; just looking through the phone's menus	105 (16 %)
Other, please specify:	232 (36 %)



33. Have you ever returned a hearing aid compatible (HAC) cell phone you purchased because it did not work with your hearing aid or cochlear implant?	
Yes	117 (16 %)
No	599 (84 %)



34. Were you charged a restocking fee when returning the HAC cell phone?	
Yes, I returned it outside the return period.	13 (2 %)
Yes, even though I returned it within the return period.	27 (4 %)
No	110 (15 %)
Not applicable	578 (79 %)



35. At the time of return, did you identify yourself as a hearing aid and/or cochlear implant user and indicate the reason for return was that the HAC cell phone did not work with your hearing aid and/or cochlear implant?

Yes	166 (33 %)
No	335 (67 %)